

## Performance Against Customer Service Standards

April 2006 – March 2007

Standard		Apr to Jun 2006	Jul to Sept 2006	Oct to Dec 2006	Jan to Mar 2007	Apr 06 to Mar 07
1	See visitors within 10 minutes of any pre-arranged appointment times	100%	100%	100%	100%	100%
2	Answer enquiries politely and professionally answering; <ul style="list-style-type: none"> <li>• letters and faxes within 5 working days</li> </ul>	100%	100%	100%	100%	100%
3	<ul style="list-style-type: none"> <li>• e-mail enquiries within 1 working day</li> </ul>	100%	100%	100%	100%	100%
4	<ul style="list-style-type: none"> <li>• 90% of telephone calls within 20 seconds</li> </ul>	93.2%	94.1%	94.41%	90.23%	92.96%
The following are targets that are not able to be measured						
5.	Provide clear information about our services					
6.	Make our services available to everyone					
7.	Act on feedback to solve problems and make sure they do not happen again					