

Customer Survey Findings, October/November 2009

Background

The Customer Service Centre of the Office of the Refugee Applications Commissioner (ORAC), under the terms of its Customer Service Charter, conducts surveys each year to determine the views of our customers to the various services provided by ORAC. The survey this year related to the quality of the telephone service for external customers. A similar survey was carried out in ORAC in 2005.

Aim of survey

The aim of this survey was to establish whether ORAC is delivering a quality telephone service for external customers in line with the ORAC Customer Charter.

Methodology

The survey was conducted in the four week period 12/10/2009 to 6/11/2009 inclusive. Every external customer who telephoned the Customer Service Centre and/or Administration/Scheduling Unit during the four week period was asked if they would participate in the survey. A questionnaire was developed and a member of staff, independent of the two units engaged in the survey, rang each of those who agreed to participate and went through the standard questionnaire with them. In total 34 persons agreed to participate.

The questions asked of those agreeing to participate were:

Questions

1. Was your call answered promptly?
- 2a. Were you put through to the right section immediately?
- 2b. If not how long did this take?
3. Did the person give their name and state what unit they worked in?
4. On a scale of 1 to 5, how courteous was the person who dealt with your call?
1 being very dissatisfied, 5 being very satisfied.
5. On a scale of 1 to 5, how satisfied were you with the information given?
1 being very dissatisfied, 5 being very satisfied.
6. On a scale of 1 to 5, how satisfied were you with the quality of service given?
1 being very dissatisfied, 5 being very satisfied.
7. Overall, on a scale of 1 to 5, how satisfied are you with the telephone service given by ORAC?
1 being very dissatisfied, 5 being very satisfied.

Participants were asked if they had any additional comments to make.

Summary

The findings of the survey showed that:

- In relation to Responsiveness, 100% of respondents stated their call was answered promptly.
- In the area of Accessibility, 100% of respondents agreed that they were put in contact with the relevant unit immediately, with 94% of respondents stating that the person who answered the phone gave their name and the name of their unit.
- In terms of Service Delivery, 97% of respondents were very satisfied/satisfied that the person who responded to them was polite and courteous.

The final area of the survey covered the area of Communication and Consultation:

- 91% were satisfied/very satisfied with the information given.
- 90% were satisfied/very satisfied with the quality of the service given.
- 94% were satisfied/very satisfied with the telephone service provided by ORAC.

Conclusion

Overall, the results of the survey were very positive with many of the respondents satisfied with the level of the telephone service provided by the organisation. Note has been taken of the additional comments made by respondents and where possible, will be taken on board.