

SURVEY CARRIED OUT BY CUSTOMER SERVICE CENTRE

12/12/2008 – 19/12/2008

1. INTRODUCTION

The Customer Service Centre of ORAC, in line with commitments in its Customer Service Charter, conducts two surveys each year to determine the views of its customers in relation to the various services provided by ORAC. These surveys form part of the process to improve and, where necessary, change our service delivery so that we continue to meet the needs of our customers.

2. AIM OF SURVEY

The aim of the Correspondence Survey of December 2008 was to establish whether ORAC is delivering on the standards expected of its correspondence service according to the ORAC Customer Charter.

3. RESPONSE RATE TO SURVEY

86 questionnaires were issued by post to asylum seekers, solicitors and NGOs and 39 replies were received back in the office. This represents a response rate of **45%**.

4. METHODOLOGY

Questionnaires were sent out by post to asylum seekers, solicitors and NGOs and were drawn from those who had sent correspondence to the Office in the previous four months that required a reply.

The 6 questions included in the survey were:

- 1) How do you generally correspond with the Office? (E-mail / Fax / Letter)
- 2) Do you generally receive an acknowledgement within 5 working days?
- 3) Do you generally receive a full reply or interim reply within 20 working days?
- 4) Does correspondence you receive from this office contain a contact name and telephone number?
- 5) Is the response you receive written in clear and plain English?
- 6) Do responses you receive from this office contain the information you require?

General comments were then invited.

5. SUMMARY

The following are the main findings of the survey:

- 71% correspond by post, 21% by fax and 8% by email
- 85 % generally receive an acknowledgement within 5 working days
- 90% generally receive a full reply or interim reply within 20 working days
- 90% of correspondence received from ORAC contains a contact name and telephone number
- 97% of responses from ORAC are written in clear and plain English.
- 86% feel that the responses contain the information they require

6. CONCLUSION

The very positive results of this survey suggest that our customers are satisfied with the timeliness and quality of the written correspondence which they receive from ORAC.

Note has been taken of suggestions relating to improvements to ORAC's written correspondence and where possible will be taken on board.