

## Responses by Question

## Percent

I find staff to be polite and courteous in my dealings with ORAC

Strongly agree	20%
Agree	54%
Neither agree nor disagree	18%
Disagree	2%
Strongly Disagree	4%
Not Applicable	2%

I find staff to be helpful in my dealings with ORAC

Strongly agree	24%
Agree	50%
Neither agree nor disagree	24%
Disagree	
Strongly Disagree	
Not Applicable	2%

On the scale below (1 - 'Poor' and 10 - 'Excellent'), please provide an overall assessment of your 'service delivery' experience when dealing with ORAC.

10	
9	6%
8	23%
7	38%
6	13%
5	8%
4	8%
3	4%
2	
1	

Phone, email and written communications are dealt with in a timely manner by personnel in ORAC

Strongly agree	18%
Agree	58%
Neither agree nor disagree	22%
Disagree	
Strongly Disagree	
Not Applicable	2%

ORAC provides me with timely responses to requests for information

Strongly agree	16%
Agree	53%
Neither agree nor disagree	27%
Disagree	2%
Strongly Disagree	
Not Applicable	2%

If my query does not relate to ORAC I am provided with the contact details of the relevant outside body (where possible).

Strongly agree	4%
Agree	20%
Neither agree nor disagree	29%
Disagree	4%
Strongly Disagree	6%
Not Applicable	37%

On the scale below, please provide an overall assessment of customer service experience in the specific area of 'responsiveness' when dealing with ORAC.

10	
9	8%
8	18%
7	36%
6	14%
5	12%
4	6%
3	6%
2	
1	

I am aware of the identity of ORAC contact personnel who can assist me with my queries or requirements.

Strongly agree	27%
Agree	42%
Neither agree nor disagree	10%
Disagree	19%
Strongly Disagree	
Not Applicable	2%

If the contact person I am seeking in ORAC is out of the office, I am made aware of this by way of their out of office reply or phone answering service

Strongly agree	15%
Agree	29%
Neither agree nor disagree	29%
Disagree	19%
Strongly Disagree	
Not Applicable	8%

If contact personnel in ORAC are unable to answer my query I am redirected to the appropriate person in the organisation who is in a position to do so

Strongly agree	14%
Agree	46%
Neither agree nor disagree	18%
Disagree	12%
Strongly Disagree	2%
Not Applicable	8%

Information on ORAC's website is easy to find and up-to-date

Strongly agree	4%
Agree	40%
Neither agree nor disagree	29%
Disagree	
Strongly Disagree	
Not Applicable	27%

On the scale below, please provide an overall assessment of customer service experience in the specific area of 'accessibility' when dealing with ORAC

10	
9	20%
8	18%
7	16%
6	18%
5	14%
4	9%
3	5%
2	
1	

ORAC provides me with meaningful and accurate responses to requests for information	Strongly agree	27%
	Agree	35%
	Neither agree nor disagree	24%
	Disagree	12%
	Strongly Disagree	
	Not Applicable	2%

Personnel within ORAC are anxious to understand my issues/requirements	Strongly agree	18%
	Agree	35%
	Neither agree nor disagree	27%
	Disagree	14%
	Strongly Disagree	2%
	Not Applicable	4%

Personnel in ORAC have the knowledge necessary to support me with my requests/requirements	Strongly agree	26%
	Agree	34%
	Neither agree nor disagree	26%
	Disagree	6%
	Strongly Disagree	4%
	Not Applicable	4%

In my dealings with ORAC, I find there is a sense of partnership between my contact and I, i.e. We work to pursue common objectives	Strongly agree	23%
	Agree	29%
	Neither agree nor disagree	13%
	Disagree	23%
	Strongly Disagree	6%
	Not Applicable	6%

On the scale below, please provide an overall assessment of service in the specific area of 'communication/consultation'	10	
	9	4%
	8	30%
	7	11%
	6	20%
	5	13%
	4	13%
	3	9%
	2	
	1	

I receive the same level of service across ORAC Units	Strongly agree	10%
	Agree	42%
	Neither agree nor disagree	10%
	Disagree	24%
	Strongly Disagree	4%
	Not Applicable	10%