

Responses by Question

		Count	Percent
1) How do you generally correspond with the Office?	Email	4	8%
	Fax	11	21%
	Letter	38	71%
2) Do you generally receive an acknowledgement within 5 working days?	Yes	33	85%
	No	6	15%
3) Do you generally receive a full reply or interim reply within 20 working days?	Yes	35	90%
	No	4	10%
4) Does correspondence you receive from this office contain a contact name and telephone number?	Yes	35	90%
	No	4	10%
5) Is the response you receive written in clear and plain English?	Yes	37	97%
	No	1	3%
6) Do responses you receive from this office contain the information you require?	Yes	30	86%
	No	5	14%