



| Questions | Responses | | |
|--|------------------|-----------|------------------------|
| | Yes | No | Cannot remember |
| Q1. Was your call answered promptly? | 34 | | |
| Q2a. Were you put through to the right section immediately? | 34 | | |
| Q2b. If not, how long did it take? | | | |
| Q3. Did the person give their name and state what unit they worked in? | 32 | | 2 |

- 100% of respondents said their call was answered promptly.
- 100% of respondents said they were put through to the right section immediately.
- 94% of respondents said the person answering the phone gave their name and the name of their unit.

The remaining questions overleaf, dealt with satisfaction rates regarding courteousness, information given, service provided and the overall telephone service we provide.



| Questions | Responses | | | | | | | | | | | | | | | |
|---|---|---|----|----|--|---|------------|----------------|----------------|-----------|-----------|------------------------------------|------------------------------------|--------------|--------------|----|
| | 1 | 2 | 3 | 4 | 5 | | | | | | | | | | | |
| | (1: very dissatisfied, 5: very satisfied) | | | | | | | | | | | | | | | |
| Q4. On a scale of 1 to 5, how courteous was the person who dealt with your call. | | | 1 | 9 | 24 | <table border="1"> <caption>Data for Q4 Pie Chart</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very Satisfied</td> <td>71%</td> </tr> <tr> <td>Satisfied</td> <td>26%</td> </tr> <tr> <td>Neither satisfied nor dissatisfied</td> <td>3%</td> </tr> </tbody> </table> | Response | Percentage | Very Satisfied | 71% | Satisfied | 26% | Neither satisfied nor dissatisfied | 3% | | |
| Response | Percentage | | | | | | | | | | | | | | | |
| Very Satisfied | 71% | | | | | | | | | | | | | | | |
| Satisfied | 26% | | | | | | | | | | | | | | | |
| Neither satisfied nor dissatisfied | 3% | | | | | | | | | | | | | | | |
| Q5. On a scale of 1 to 5, how satisfied were you with the information given. | 1 | 2 | 10 | 21 | <table border="1"> <caption>Data for Q5 Pie Chart</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very Satisfied</td> <td>62%</td> </tr> <tr> <td>Satisfied</td> <td>29%</td> </tr> <tr> <td>Neither satisfied nor dissatisfied</td> <td>6%</td> </tr> <tr> <td>Dissatisfied</td> <td>3%</td> </tr> </tbody> </table> | Response | Percentage | Very Satisfied | 62% | Satisfied | 29% | Neither satisfied nor dissatisfied | 6% | Dissatisfied | 3% | |
| Response | Percentage | | | | | | | | | | | | | | | |
| Very Satisfied | 62% | | | | | | | | | | | | | | | |
| Satisfied | 29% | | | | | | | | | | | | | | | |
| Neither satisfied nor dissatisfied | 6% | | | | | | | | | | | | | | | |
| Dissatisfied | 3% | | | | | | | | | | | | | | | |
| Q6. On a scale of 1 to 5, how satisfied were you with the quality of service given.* | | | 3 | 9 | 19 | <table border="1"> <caption>Data for Q6 Pie Chart</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very Satisfied</td> <td>61%</td> </tr> <tr> <td>Satisfied</td> <td>29%</td> </tr> <tr> <td>Neither satisfied nor dissatisfied</td> <td>10%</td> </tr> <tr> <td>Dissatisfied</td> <td>3%</td> </tr> </tbody> </table> | Response | Percentage | Very Satisfied | 61% | Satisfied | 29% | Neither satisfied nor dissatisfied | 10% | Dissatisfied | 3% |
| Response | Percentage | | | | | | | | | | | | | | | |
| Very Satisfied | 61% | | | | | | | | | | | | | | | |
| Satisfied | 29% | | | | | | | | | | | | | | | |
| Neither satisfied nor dissatisfied | 10% | | | | | | | | | | | | | | | |
| Dissatisfied | 3% | | | | | | | | | | | | | | | |
| Q7. Overall, on a scale of 1 to 5, how satisfied were you with the telephone service given by ORAC. | | 2 | 7 | 25 | <table border="1"> <caption>Data for Q7 Pie Chart</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very Satisfied</td> <td>73%</td> </tr> <tr> <td>Satisfied</td> <td>21%</td> </tr> <tr> <td>Neither satisfied nor dissatisfied</td> <td>6%</td> </tr> </tbody> </table> | Response | Percentage | Very Satisfied | 73% | Satisfied | 21% | Neither satisfied nor dissatisfied | 6% | | | |
| Response | Percentage | | | | | | | | | | | | | | | |
| Very Satisfied | 73% | | | | | | | | | | | | | | | |
| Satisfied | 21% | | | | | | | | | | | | | | | |
| Neither satisfied nor dissatisfied | 6% | | | | | | | | | | | | | | | |

*Three callers did not respond to this question.

