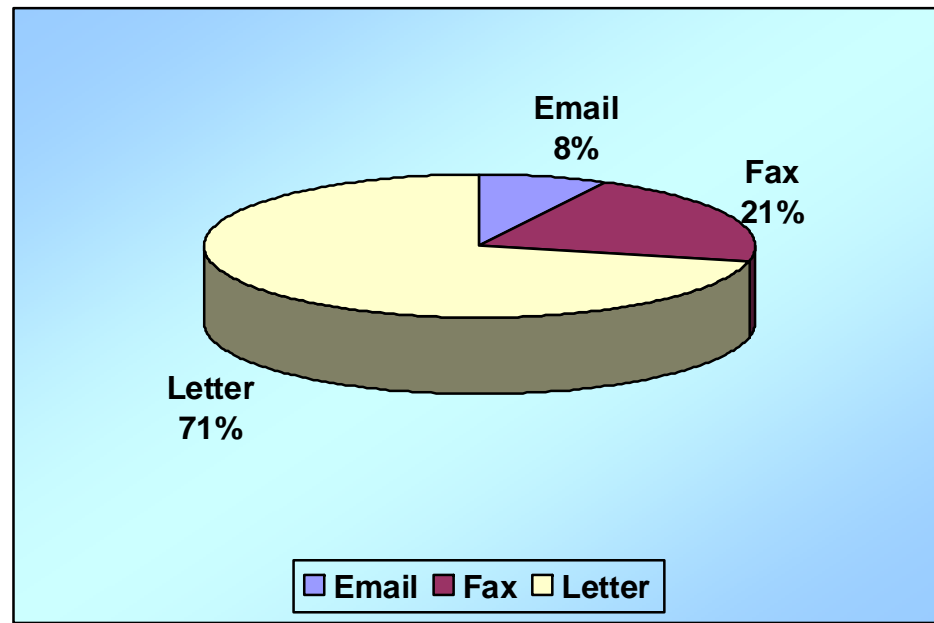
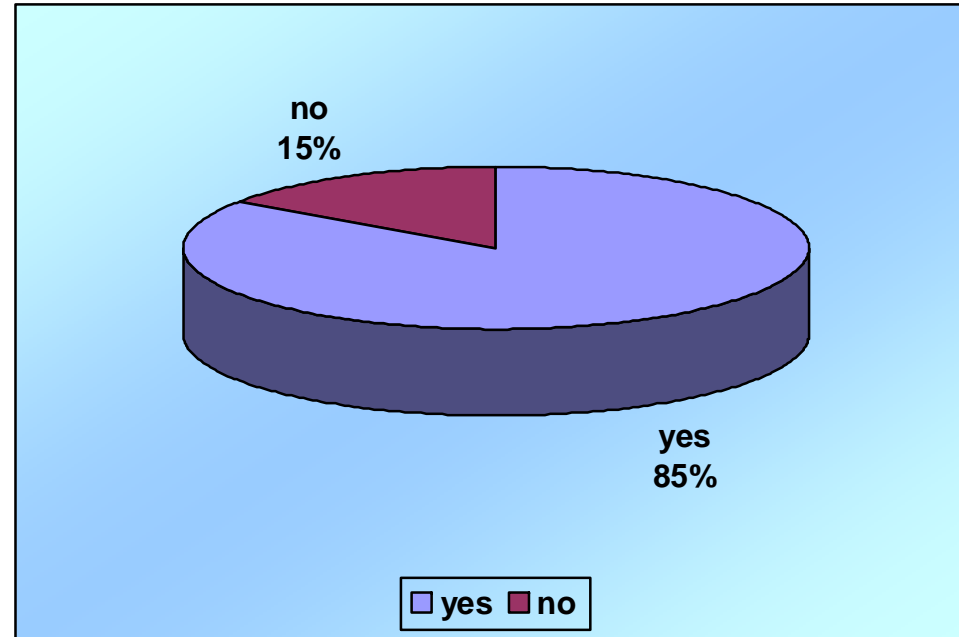


Statistical Breakdown of figures from the second Customer Service Survey of 2008

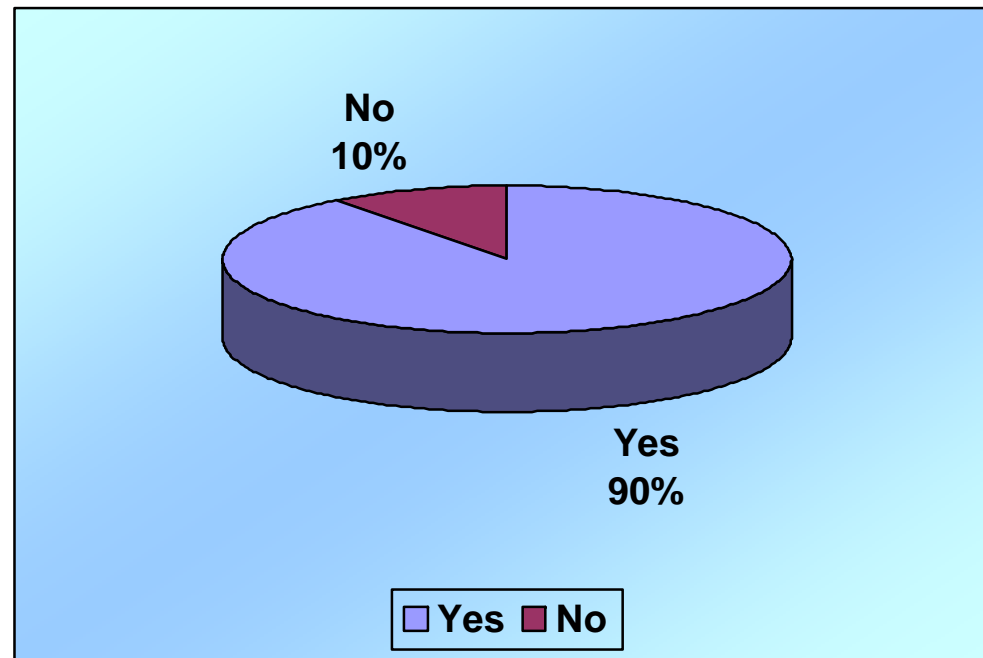
Q1. How do you generally correspond with the Office?



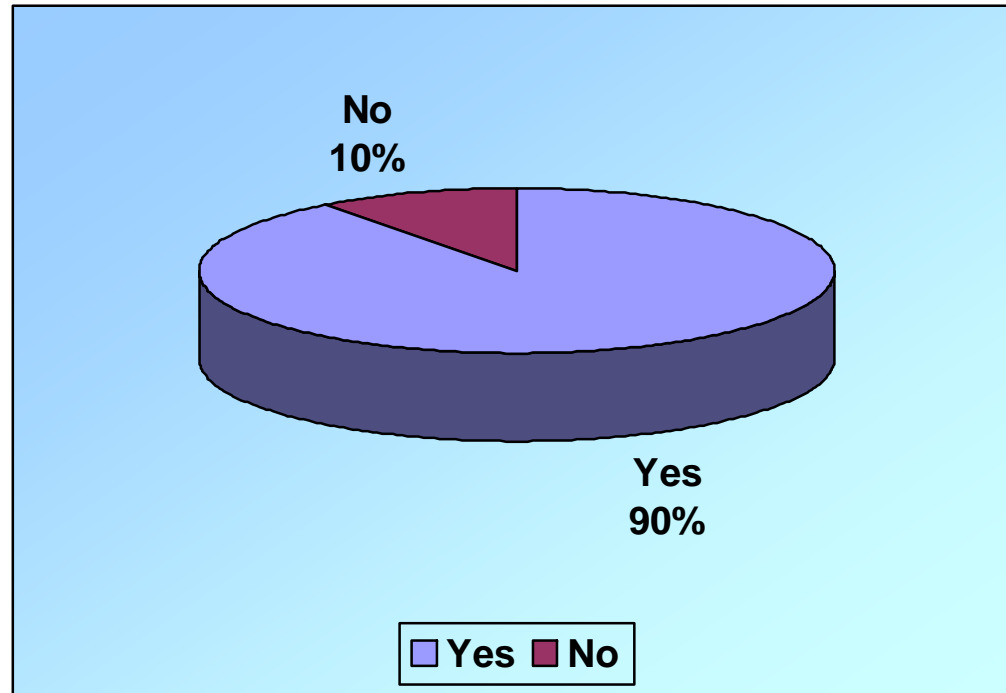
Q2. Do you generally receive an acknowledgement within 5 working days?



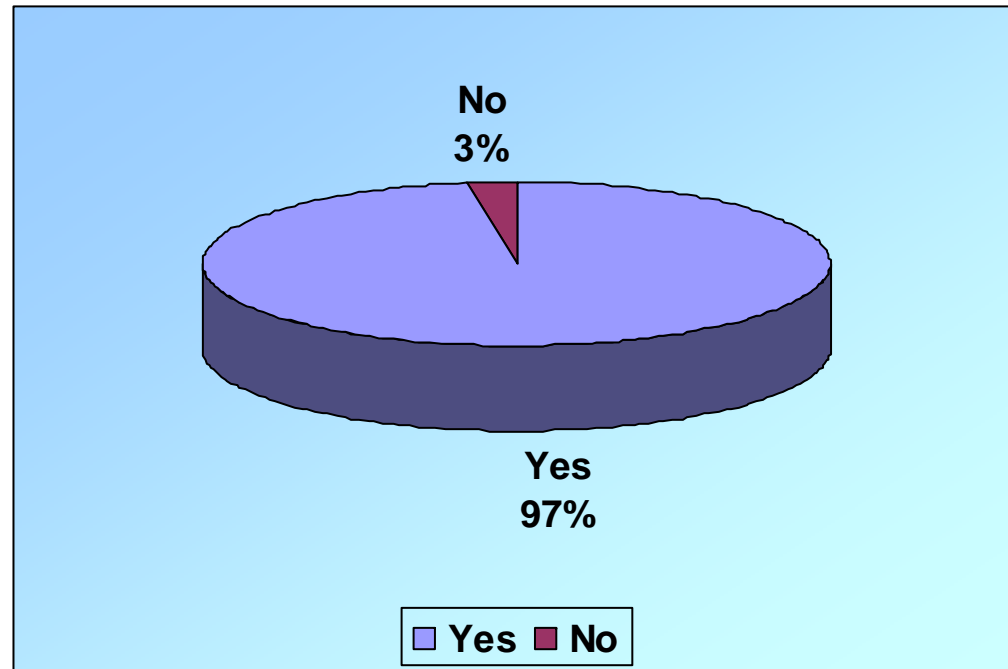
Q3. Do you generally receive a full or interim reply within 20 working days?



Q4. Does correspondence you receive from this office contain a contact name and telephone number?



Q5. Is the response you receive written in clear and plain English?



Q6. Do responses you receive from this office contain the information you require?

