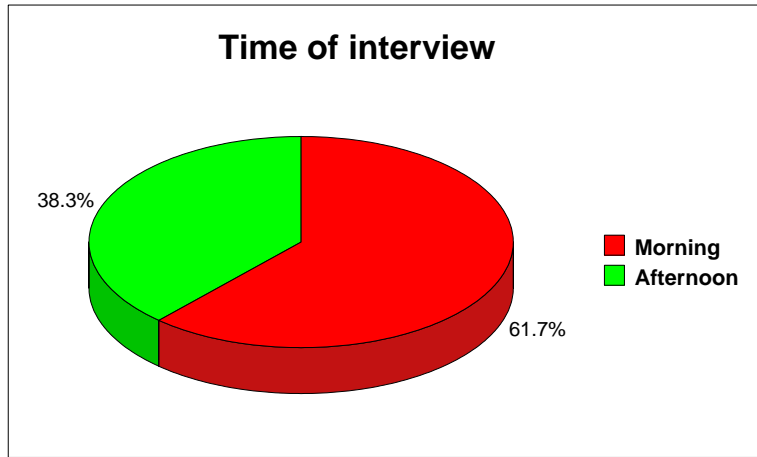


Statistical breakdown of figures from the Customer Survey in the Interview Waiting Area

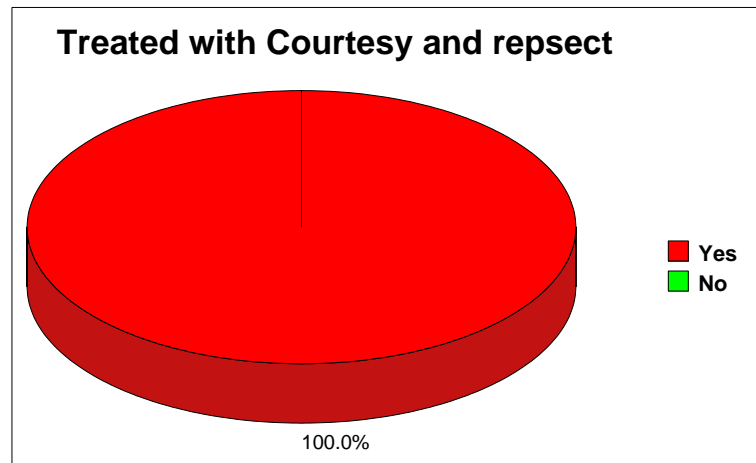
Time of interview

Morning	29
Afternoon	18



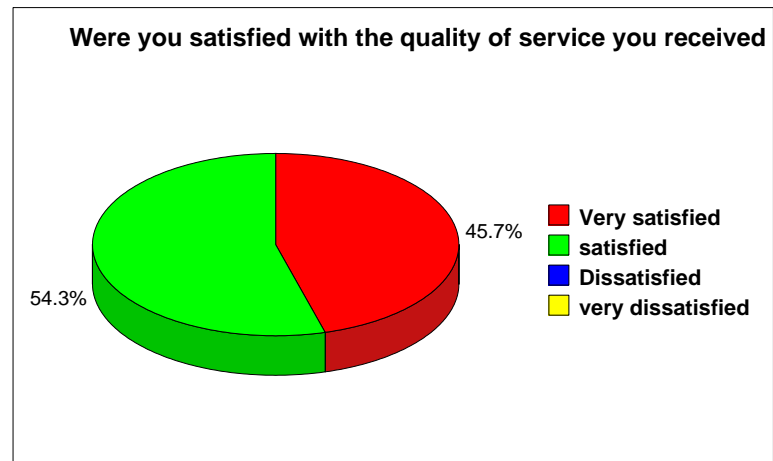
Treated with Courtesy and respect

Yes	44
No	0



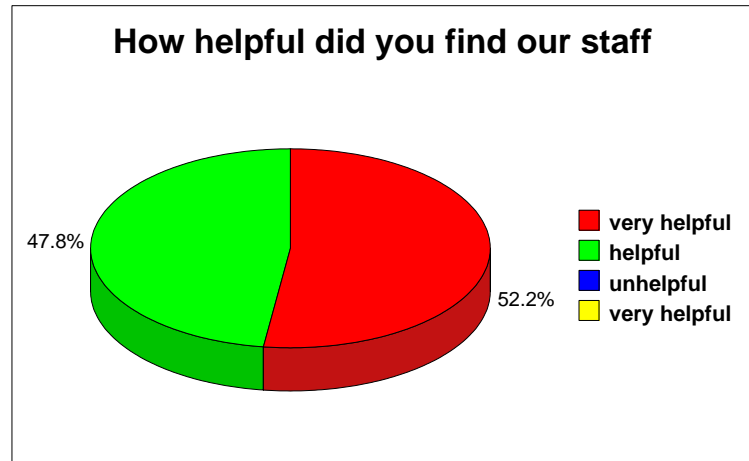
Were you satisfied with the quality of service you received

Very satisfied	21
satisfied	25
Dissatisfied	0
very dissatisfied	0



How helpful did you find our staff

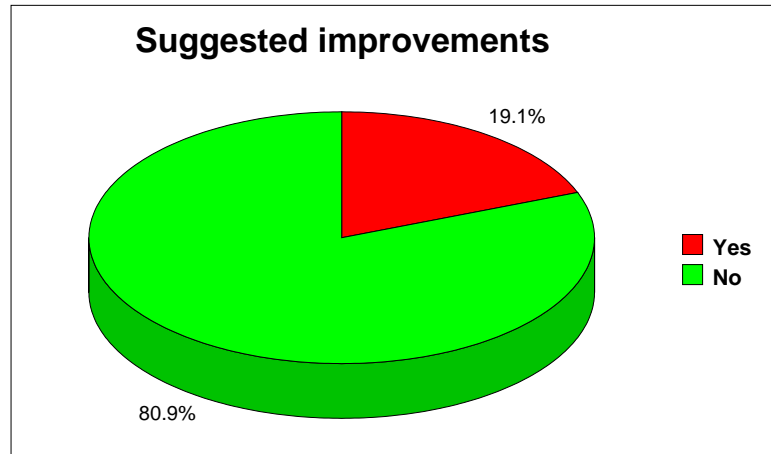
very helpful	24
helpful	22
unhelpful	0
very helpful	0



Statistical breakdown of figures from the Customer Survey in the Interview Waiting Area

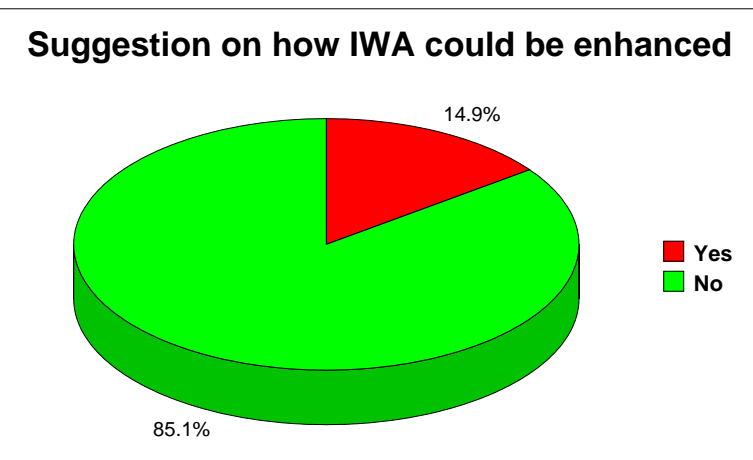
suggestions on how we could improve the quality if service in the IWA

Yes	9
No	38



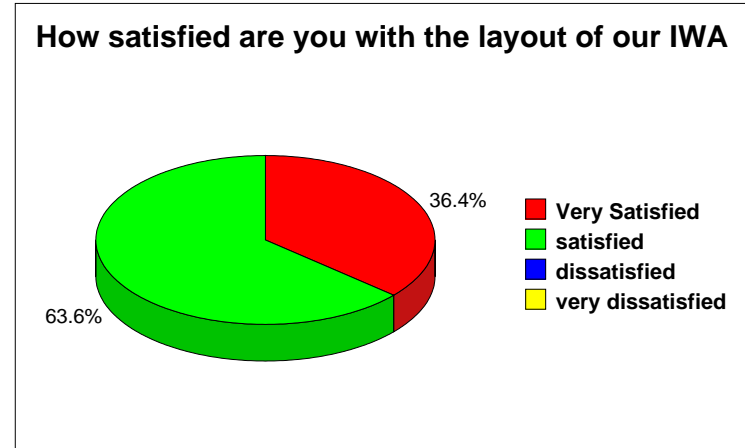
Suggestion on how IWA could be enhanced

Yes	7
No	40



How satisfied are you with the layout of our IWA

Very Satisfied	16
satisfied	28
dissatisfied	0
very dissatisfied	0



Did you request an interpreter for your interview

yes	24
no	23

