

**EXTERNAL CUSTOMER SURVEY
CUSTOMER SERVICE CENTRE
OFFICE OF THE REFUGEE APPLICATIONS COMMISSIONER**

1. INTRODUCTION

The Customer Service Centre of ORAC, in line with commitments in its Customer Service Charter, conducts at least one customer survey each year to determine the views of its customers in relation to the various services provided by ORAC. These surveys form part of the process to improve and, where necessary, change our service delivery so that we continue to meet the needs of our customers.

2. AIM OF SURVEY

The aim of the Correspondence Survey of July 2013 was to establish whether ORAC is delivering on the standards expected of its correspondence service according to the ORAC Customer Charter.

3. RESPONSE RATE TO SURVEY

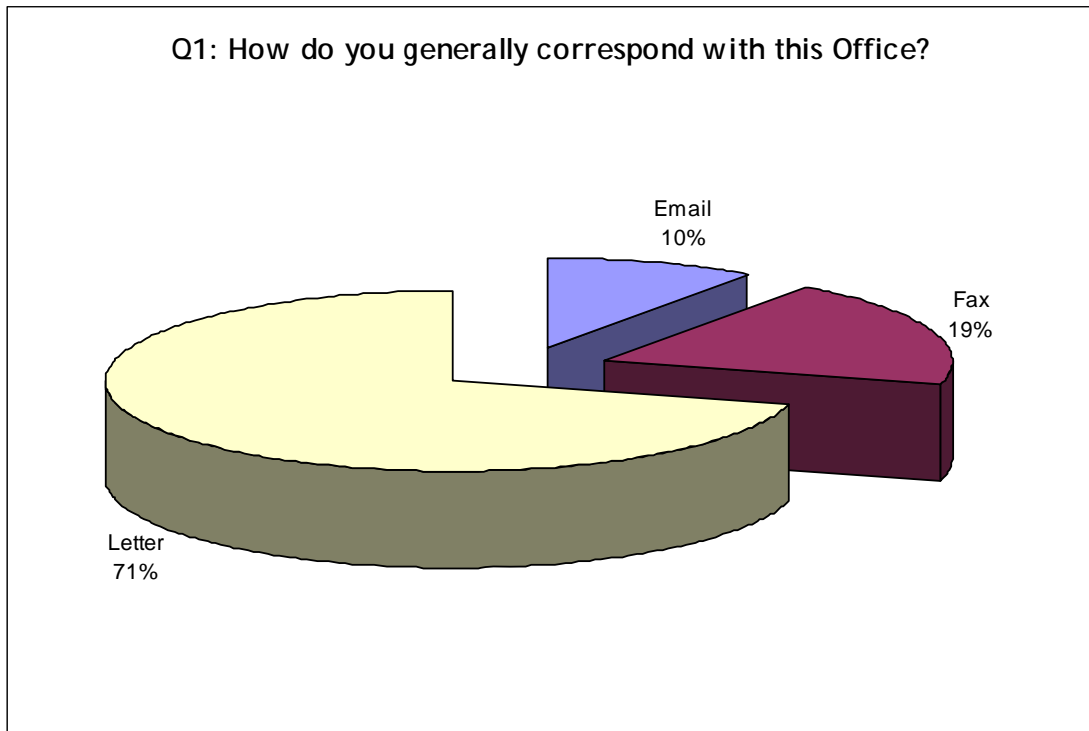
49 questionnaires were issued by post to asylum seekers, solicitors and NGOs and 25 replies were returned to the Office. This represents a response rate of 51%.

4. METHODOLOGY

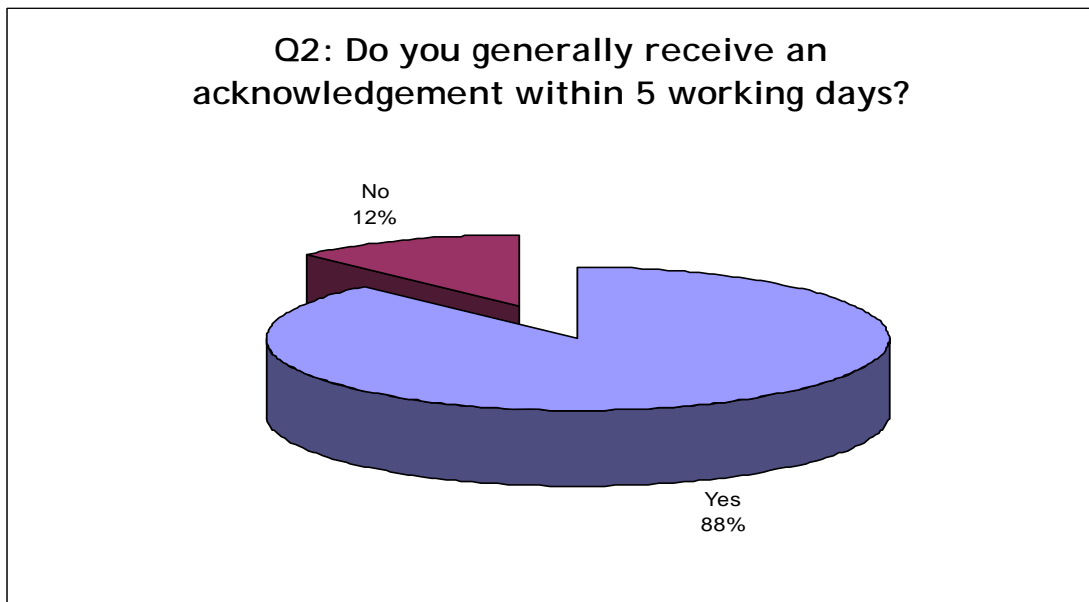
Questionnaires were sent out by post to asylum seekers, solicitors and NGOs and were drawn from those who had sent correspondence to the Office in the previous four months which required a reply.

5. SUMMARY

The following are the main findings of the survey:

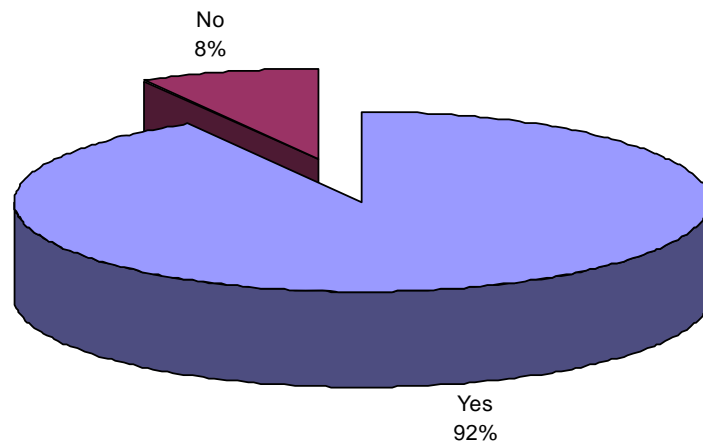


- 71% correspond by post, 19% by fax and 10% by email



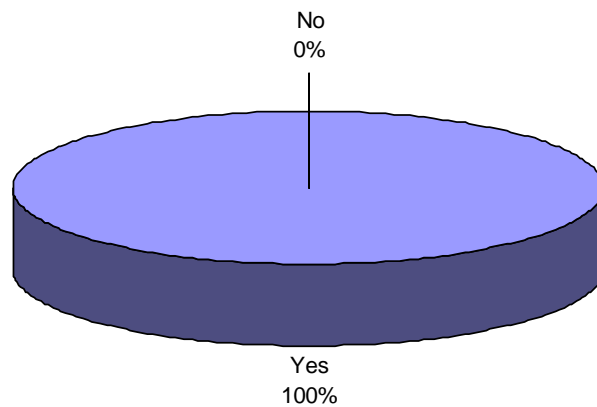
- 88 % generally receive an acknowledgement within 5 working days

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



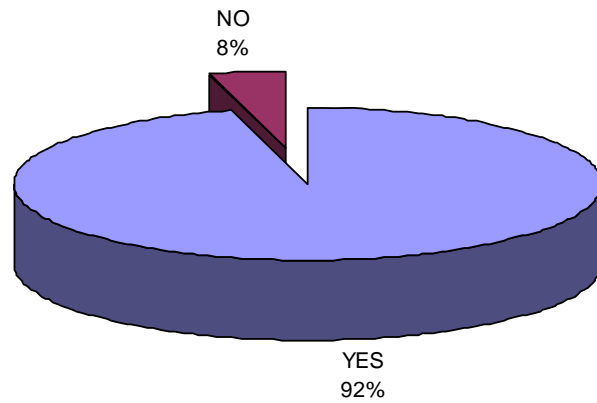
- 92% generally receive a full reply or interim reply within 20 working days

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



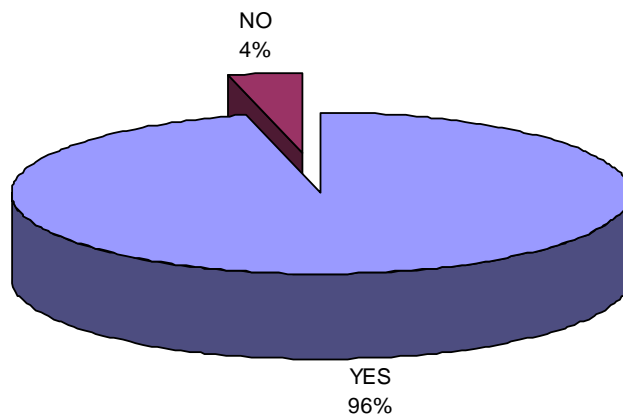
- 100% of correspondence received from ORAC contains a contact name and telephone number

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



- 92% of responses from ORAC are written in clear and plain English.

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



- 96% feel that the responses contain the information they require

6. CONCLUSION

The positive results of this survey suggest that our customers are satisfied with the timeliness and quality of the written correspondence which they receive from ORAC. Note has been taken of suggestions relating to improvements to ORAC's written correspondence and where possible will be taken on board.