

**280
RESPONSES**

**99.3% OF RESPONDENTS SAID
HELPDESK STAFF WERE
KNOWLEDGEABLE**

RESULTS

**98.5% received a friendly
welcome**
**99.3% were happy with
communication**
**99.3% thought staff
knowledgeable**
**99% were happy with
time taken**
**99.3% overall were
happy with quality of
service today**
**Average=99.1% across
all sites and questions**

**OVER 98% AGREED THAT
THE MEMBER OF STAFF THEY
SPOKE TO WAS:**



FRIENDLY



COMMUNICATED WELL



KNOWLEDGEABLE

**“I've had exceptional
support”.**

**“Excellent
work”**

**“
Staff are always helpful and welcoming
”**

“Efficient”