

## Community Learning & Development

### *Monitoring Our Performance*

We will regularly monitor our performance against our standards (see our Customer Service Standards opposite).

#### How Will We Do This?

We will ask all of our customers to complete a Customer Satisfaction Survey

We will employ mystery shoppers to check on the quality of our communications and the speed of our responses

We will ask your opinion, from time to time, on the quality of service which you have received

Monitoring our performance will help us to make our service more efficient and provide you with a higher level of service

### *Monitoring Dips and putting things right*

As a result of information gathered, in a recent sample Gap Survey, on customer satisfaction, we noticed that we did not quite meet your expectations in relation to giving information and dealing with enquiries.

We have discussed this and as a result all front line staff members have undergone Customer Care Training.

**We will continue to monitor this.**