

Agenda Item 14 - Appendix 4

**Responses to customer feedback
Nov 2013 – Jan 2014**

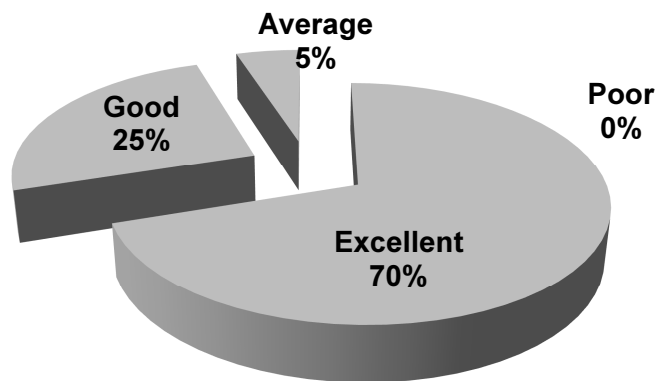
Retirement from Active status

109 members

44 responses

40% response rate

Overall, how would you rate the service you received from Avon Pension Fund?



Deferred into payment

159 members

32 responses

20% response rate

Overall, how would you rate the service you received from Avon Pension Fund?

