

**Customer satisfaction (Aug - Oct 2014)**

Responses to the question "Overall, how would you rate the service you received from Avon Pension Fund?"

**Active members**

Number retiring	198
Questionnaires received	116
<i>Response rate</i>	<i>59%</i>

**Deferred members**

Number retiring	97
Questionnaires received	18
<i>Response rate</i>	<i>19%</i>

