

APPENDIX 4C PENSION FUND ADMIN REPORT (ITEM 14)

Clinic Feedback Results 1st May -31st July 2011

1 = Excellent ; 2 = Good ; 3 = Average 4 = Below average ; 5 = Poor

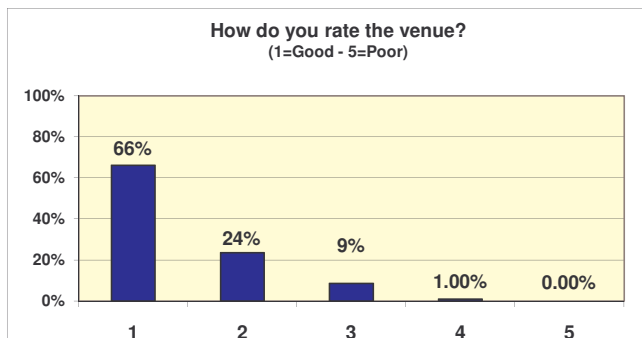
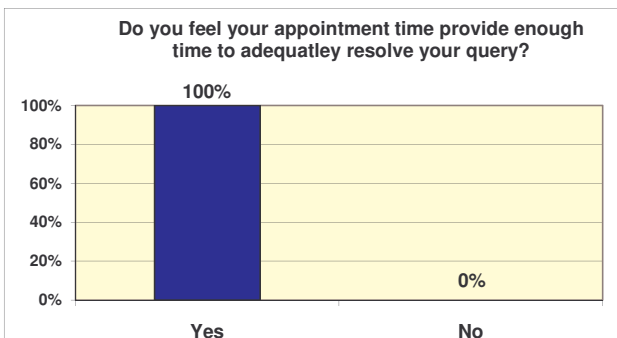
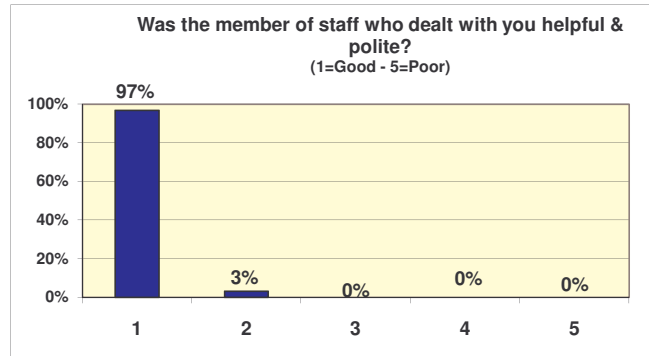
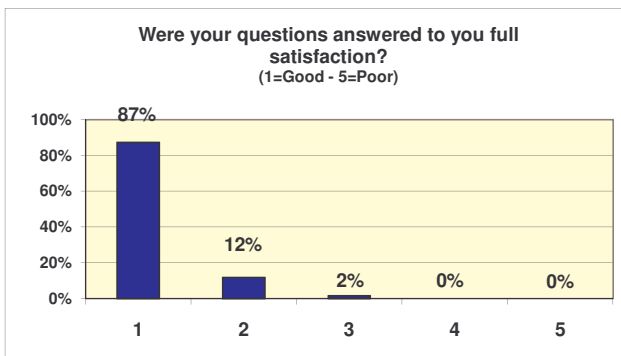
11 CLINICS WERE HELD IN THE PERIOD FOR CONSIDERABLY DIFFERING SIZED EMPLOYERS

Number of questionnaires

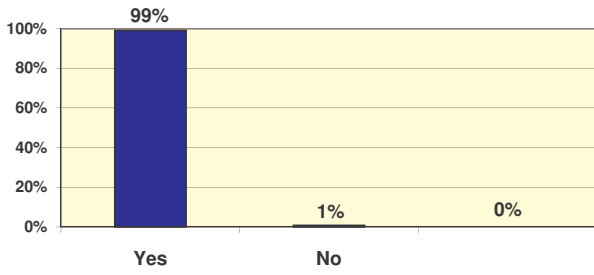
127

No. %

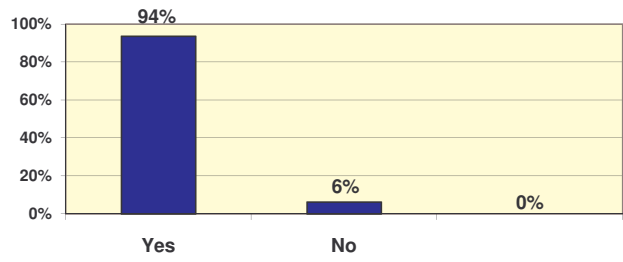
Were your questions answered to your full satisfaction?	1	111	87%
	2	15	12%
	3	2	2%
	4	0	0%
	5	0	0%
Was the member of staff who dealt with you helpful and polite?	1	123	97%
	2	4	3%
	3	0	0%
	4	0	0%
	5	0	0%
Do you feel your appointment provided enough time to adequately resolve your query?	Yes	127	100%
	No	0	0%
How do you rate the venue?	1	84	66%
	2	30	24%
	3	11	9%
	4	2	1.00%
	5	0	0.00%
Were you afforded sufficient privacy during your appointment?	Yes	126	99%
	No	1	1%
	No response	0	0%
If you had further questions and we held a Clinic at this venue again would you attend?	Yes	119	94%
	No	8	6%
	No response	0	0%
Was this location convenient for you?	Yes	123	97%
	No	4	3%



Were you afforded sufficient privacy during your appointment?



If you had further questions and we held a Clinic at this venue again, would you attend?



Was this location convenient for you?

