

Complaints, Compliments and Comments

Complaints 2006/2007	10
Compliments 2006/2007	21

Comments

Following a Customer Survey in 2005, which accompanied our Annual Benefits Statements, changes to the layout were suggested. As a result the document was revised to make the information clearer.

Newsletter Articles in “In Contact” magazine were in response to suggestions received by our Customer Feedback questionnaire which was enclosed in a previous edition.