

**Performance Against Customer Service Standards  
April 2007 – March 2008**

	<b>Standard</b>	<b>Apr to Jun 2007</b>	<b>Jul to Sept 2007</b>	<b>Oct to Dec 2007</b>	<b>Jan to Mar 2008</b>	<b>Apr 07 to Mar 08</b>
1	See visitors within 10 minutes of any pre-arranged appointment times	100%	100%	100%	100%	100%
2	Answer enquiries politely and professionally answering; <ul style="list-style-type: none"> <li>• letters and faxes within 5 working days</li> </ul>	100%	100%	100%	100%	100%
3	<ul style="list-style-type: none"> <li>• e-mail enquiries within 1 working day</li> </ul>	100%	100%	100%	100%	100%
4	<ul style="list-style-type: none"> <li>• 90% of telephone calls within 20 seconds</li> </ul>	81%	83%	90%	80%	83.5%
The following are targets that are not able to be measured						
5.	Provide clear information about our services					
6.	Make our services available to everyone					
7.	Act on feedback to solve problems and make sure they do not happen again					