



European Union

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Social Fund

GLLaB Customer Service Performance Targets 2019

GLLaB is committed to achieving excellence in our customer service delivery.

We use two customer service quality frameworks to assess, monitor and review customer experiences. These are:

- Customer Service Excellence
- Matrix

There are a number of ways in which we capture information to inform us on our customer satisfaction levels. These include:

- GLLaB Annual Customer Service Satisfaction survey
- Complaints and Compliments
- GLLaB training customer satisfaction survey
- GLLP Completers Survey



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GLLaB Customer Service Performance Targets

Service area	2016/17	2017/18	2018/19
<p>Customer Services</p> <p>Aim: 90% of customers surveyed rate GLLaB staff OVERALL PERFORMANCE for customer service satisfaction as 'Excellent or Good'</p>	<p>Annual Survey</p> <p>Exceeding target</p>	<p>Annual Survey</p> <p>Exceeding target</p>	<p>Annual Survey</p> <p>Exceeding target at 93%</p>
<p>Complaints</p> <p>Aim: 100% of all complaints responded to within 10 working days</p>	<p>(April 2016 – March 2017)</p> <p>Meeting target</p> <p>5 complaints</p>	<p>(April 2017 – March 2018)</p> <p>Meeting target</p> <p>3 complaints</p>	<p>(April 2018 – March 2019)</p> <p>Meeting target</p> <p>8 complaints</p>
<p>Training courses</p> <p>Aim: 90% of customers rate their experience on GLLaB training provision as 'Excellent or Good'</p> <p>(scoring indicators include: pre-course information, course content and trainer presentation delivery)</p>	<p>Average of three courses:</p> <ul style="list-style-type: none"> Customers with Disabilities Service across cultures First Aid <p>Exceeding target</p>	<p>Average of three courses:</p> <ul style="list-style-type: none"> Ace that Interview Get IT Savvy Health and Social Care Level 1 <p>Exceeding target</p>	<p>Sample: Feedback from three courses in Jan 19.</p> <ul style="list-style-type: none"> Interview Winning CV Ace that Interview (x2) Career Confidence <p>Exceeding target at 100% Excellent or Good</p> <p>73% Excellent (33 forms)</p> <p>27% Good (12 forms)</p>