- 96% of customers responded that they were satisfied with the professionalism and attitude of the person who handled their enquiry
- 94% of customers responded that they understood the information that they received
- 98% of customers responded that they were treated fairly
- 94% of customers responded that they were satisfied with the outcome of their call.
- 23% used the council website before they called today (not included in overall satisfaction score). This was 30% in FQ3 and 27% in FQ4 and it indicates more customers are getting what they need from the new website and therefore not coming to CSC as a fallback.

3.4.2 We asked all customers to comments on the service that they received from the customer service agents who handled their enquiry. 59 comments were received and were overwhelmingly positive. A sample includes:

- I spoke to today who was very helpful, very informative and very polite. A credit to you guys.
- Service was fantastic all dealt with in one phone call. Ladies were very professional. A lot of councils in the UK generally should take heed of the quality of service received today and a credit to the ladies, that's all i’v

her all 5's but also know that it isn't anything she can resolve right now so that's the only reason. Thank you.

- I was very pleased with the easiness that my query was dealt with and the attitude of the operative I spoke to. Her name was - give her an award. Thank you. Bye.
- Very satisfied with the service answered my phone right away and she advised me on what to do and overall I am very, very pleased with the conversation. Thank you and bye.
- Hello, took my call today she was extremely personable and professional. Provided all the right information, handled everything in a very short time. She was very good and efficient and I would just like to thank her for her help. Thank you. Bye bye.
- Hi. I thought was excellent very clear precise and helpful in every way that she could be so I'm grateful. Thank you.

3.4.3 A few customers did not like using the automated services, along with issues with back office service delivery, the recent Council Tax changes, plus problems encountered online:

- Attempted to register online I had endless problems with passwords where passwords meeting the requirements listed didn't work. I found the website difficult to use in terms of registration and having my passwords turned down. I worked in IT maybe I'm old and crusty but it would be a good idea to make it slightly less problematic and slightly less demanding on passwords and not limit the length. Thank you.
- Hi the lady I spoke to was very helpful but I'm still waiting on a call back from the Council Tax department
- When I was looking to try and find the dates of the next collections for my blue bin and green bin I could not find it. I put in my post code and up came Leenach which is near but isn't Newton so I think you should have a look at the information you're giving because I wasn't satisfied and had to resort to phoning you. That's all I have to say, thank you. Bye
- The call was regarding someone who was supposed to call me back but didn't. The person who took the call was very pleasantly handled but overall the experience was poor as I still don't have the information I need. Thank you.
- Argyll & Bute Council staff are absolutely amazing, very kind and polite. As far as the Organisation is concerned it is a four letter word beginning with s. So anyway the management is nonsense, rubbish. Workers aye not bad not bad at all. Ok thank you.
- The information I received was not in my favour and I think the legislation is quite faulty because I'm partially sighted. I'm also in my 90's there is no way I could own a car so why say I'm prohibited from having a disabled parking bay thank you. Good bye.
- Hello there. As it's been three weeks since I asked for this beach clean bags to be uplifted I really wish it could be done soon as you know birds can start pecking at the bags kids can poke at them and things like that so really need them uplifted as soon as possible. Thank you very much.
- I've been trying to get in touch with someone regarding commercial waste invoice that I received and I was told yesterday that someone would give me a phone and I'm still waiting on that phone call. I phoned up this morning and the girl was very polite that I spoke to and hopefully i'll get a call today because I shouldn't have to keep phoning up all the time as i'm waiting on phone calls from the council as you are quick enough sending people bills for payment and things and I think phoning people back should be quick as well. Thank you very much.

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