

Service Improvement team feedback for March 2022



Customers from our Service Improvement Team carried out a mystery shopping exercise by listening to calls made to our customer service team. The aim is to make sure our services are delivered equally by everybody and to identify training needs within the team.

100% of the mystery shoppers were happy with the overall service



100%

were happy that we were professional, friendly, helpful and polite



82%

were happy the customer understood what happens next



88%

were happy with the explanation of timescales and given a reference number



100%

were happy with the chatting to avoid long silences



74%

were happy with the identify checks



52%

felt we needed to improve on our enhanced identity checks



97%

felt we needed to promote the Hafod 24/7 app more



59%

felt we needed to improve on asking if there is anything else we can help with

These will be discussed at the team meetings and added to the training programme

#GetInvolved