

**VAT & Taxation
Customer Satisfaction Survey 2010
Analysis of 8 responses received**

Q1	Did you find the VAT & Taxation Section of this web site easy to navigate?			
	Yes			50.0%
	No			25.0%
Q2	Were you able to find the answer to your query using the VAT Manuals?			
	Yes			50.0%
	No			12.5%
Q3	How would you rate the quality of customer care exercised?			
	Poor			0.0%
	Average			0.0%
	Good			62.5%
Q4	Are there any training needs you require which we can provide?			
	Yes			12.5%
	No			50.0%
Q5	If you have received any of the following, please indicate the level of satisfaction with the service provided			
		Poor	Average	Good
	a) Dealing with you VAT enquiry.	0.0%	0.0%	87.5%
	b) Dealing with your P11D Expenses and Benefits enquiry.	0.0%	25.0%	0.0%
	c) Promptness of response to your enquiries.	0.0%	0.0%	100.0%
	d) Processing of VAT journals and related adjustments requested.	0.0%	12.5%	62.5%
	e) User-friendliness of the VAT manuals.	12.5%	62.5%	0.0%
	f) Visits to establishments for compliance checking.	37.5%	0.0%	37.5%
	g) Advice on land and property transactions.	12.5%	12.5%	0.0%
Q6	Are there any other services which we don't currently offer which you would find of value?			None
Q7	Were you happy with the manner in which you were consulted?			
	Yes			62.5%
	No			0.0%
Q8	When requested to complete surveys which method do you prefer?			

<i>Telephone</i>	12.5%
<i>Online</i>	75.0%
<i>Paper</i>	0.0%

Q9 In overall terms, how would you rate our service?

<i>Poor</i>	0.0%
<i>Average</i>	0.0%
<i>Good</i>	87.5%

Q10 Do you feel we have treated you with fairness and sensitivity?

<i>Yes</i>	75.0%
<i>No</i>	0.0%

Q11 Any other comments about the VAT & Taxation service would be appreciated

I tend to contact the VAT office by telephone when I need advice and have found staff courteous, helpful and patient. It is much appreciated.
 Always helpful and knowledgeable
 It takes a lot longer (sometimes to no avail) to find a specific answer to a query using 'The Source' when a phone call takes hardly any time. Being short staffed, this is a very important consideration

The results of this survey will be published on our website in due course - If you would like to be informed when the information is available, please provide the following information

Q12 & Name & Email address

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