

YOU SAID, WE DID - 2011

You said - *'The hold music is too loud'*

We did - Contact our partners to have the volume of the music reduced in order to resolve this issue

You said - *'Anytime I have tried to contact WLC on 01506 775000 during the day I am unable to get through'*

We did – Recruit new staff members and are continuing to do so to ensure that customers are able to get through at a time convenient to them. We paid particular attention to recruiting staff to cover the busiest times shown by ongoing analysis of the call traffic through to the Customer Service Centre.

You said - *'Sometimes when I phone I get to speak with staff who are trained to answer my query however not all staff are able to assist with different issues I may call with, should this be the case?'*

We did – Look at the individual skill sets of staff and have now routed calls (depending on the number dialled) to the staff with the relevant skills sets to be able to assist with any queries that are routed to their number at the 1st point of contact.

You said – *'I do not like having to wait to be given the option to leave a voicemail message. I would like to choose when to leave a voicemail'*

We did – In 2012 the Customer Service Centre will be moving to a phone system which has been built with the aid of feedback from our customers. This will include an option for our customers to leave a message whenever they wish.