

OTHER POLICE ACTIVITY
CUSTOMER SATISFACTION SURVEYS

Customer Satisfaction surveys are conducted when defined categories of investigations are finalised to ascertain whether there are any areas in the investigation process that need improvement.

Unfortunately with the introduction of the new Connect recording system, the process of tasking and recording surveys was not administered effectively, with other essential administrative processes taking priority. This has led to a large reduction in surveys conducted in 2019-2020.

Satisfaction with Police	2017-2018	2018-2019	2019-2020
Very Satisfied	165	139	13
Satisfied	214	180	40
Dissatisfied	30	22	8
Grand Total	409	341	61
Proportion Satisfied or better	93%	94%	87%