

South Ayrshire Council

Information and Advice Hub

Customer Feedback
July 2024 – September 2024



Your overall experience

From 132 responses, you rated our service 4.68 out of 5

84% of the respondents rated our service as excellent with a 5-star rating



What were you happy about?

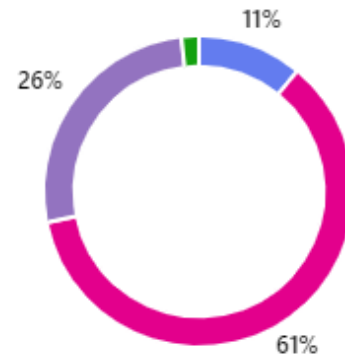
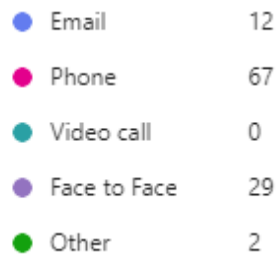
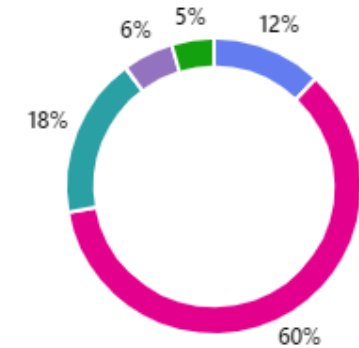
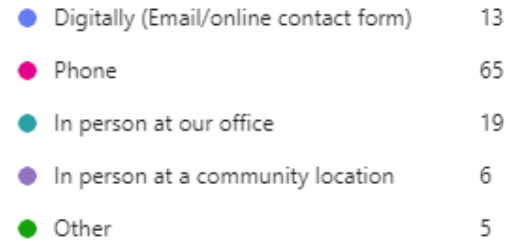
You told us you were most satisfied about

- ✓ Helpful and Knowledgeable staff
- ✓ How polite our team were when handling your enquiry
- ✓ Our fast response time

94% of the people we helped would recommend our services to others

How you got in touch

Most of you contacted us by telephone



And the majority preferred to speak to our advisors in the same way

Your comments

The advisor was very well informed and was very supportive. Would definitely use service again and have recommended the service to others since my positive experience.

Over the past five years. The Hub has been invaluable for me. I can't thank them enough and will almost certainly be asking for help again in the next few months.

I'm so impressed with the dedication of the staff who go above and beyond expectations to provide help to the community.

Just perfect advice. They really helped me with advice and calmed me down. I was so nervous and nothing made sense. So it's a five star from me.

I have received help from you in the past and you have been very helpful especially to do with benefits. The service you provide is very good.