



NIACRO Service User Survey 2008/09

The NIACRO Service User Survey was carried out during May and June 2009. Users were randomly selected from a number of different NIACRO projects, with 159 interviews completed. A summary of the findings from this survey are presented below:

- 98% of users surveyed were satisfied with the overall service they received from NIACRO.
- 97% of users found it easy to get hold of the right member of staff.
- 100% of users thought that staff were friendly and polite.
- 100% of users found staff to be helpful.
- 99% of users said that staff were reliable.
- 100% of users found that staff were willing to change plans to suit them.
- 93% of users felt that NIACRO was good at keeping them up-to-date.
- 95% of users thought that NIACRO was good at acting on their behalf.

If you have any further queries require further information on this survey please contact:

Email: niacro@niacro.co.uk

Tel: 028 9032 0157