

EFORM HANDLING SURVEY

April to December 2025



We asked customers who completed an online form (eform) to give their views on the way we've handled their request.

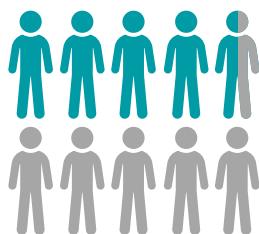
6,094 Surveys sent



592 Gave feedback

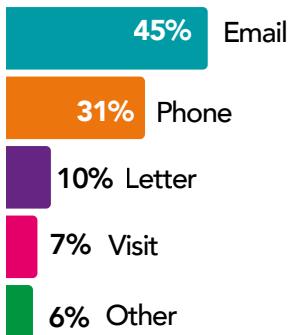


You told us...



45% received contact

If contacted, this was done by...



Acknowledged in reasonable time

Compared to 2024/25

83%



Answered enquiry

96%

New to 25/26



Explained next steps

61%



Explained when they will be contacted

37%

New to 25/26



Overall satisfaction

34%

