

Quarterly Customer Experience Results for HMRC Contact Centres

TAXES				TAX CREDITS				CHILD BENEFIT			
Ease of getting in touch				Ease of getting in touch				Ease of getting in touch			
49%				66%				81%			
Ease of understanding what to do next				Ease of understanding what to do next				Ease of understanding what to do next			
82%				86%				89%			
How acceptable was the no of times you had to call				How acceptable was the no of times you had to call				How acceptable was the no of times you had to call			
75%				85%				88%			
Getting things right first time				Getting things right first time				Getting things right first time			
68%				80%				86%			
Overall customer experience				Overall customer experience				Overall customer experience			
68				79				86			
Apr-Jun 12	July-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 12	July-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 12	July-Sep 12	Oct-Dec 12	Jan-Mar 13
Personal Tax				Benefits & Credits				Business Tax			
Ease of getting in touch				Ease of getting in touch				Ease of getting in touch			
52%				67%				81%			
Ease of understanding what to do next				Ease of understanding what to do next				Ease of understanding what to do next			
81%				87%				86%			
How acceptable was the no of times you had to call				How acceptable was the no of times you had to call				How acceptable was the no of times you had to call			
76%				85%				90%			
Getting things right first time				Getting things right first time				Getting things right first time			
70%				81%				84%			
Overall customer experience				Overall customer experience				Overall customer experience			
70				80				85			
Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13

This is a measure of the customer experience of dealing with HMRC Contact Centres. This is measured through the HMRC Contact Centre Survey which started in its current form in 2010. Scores are calculated by taking an average of positive responses to four survey questions, ease of getting in touch, ease of understanding what to do next, the acceptability of the number of times they had to call and how good HMRC were at getting things right first time. The HMRC Contact Centre Survey is run monthly and the score is a rolling quarterly measure. For further details about the survey please see the latest annual report for the Contact Centre Survey www.hmrc.gov.uk/research/report176.pdf