

Consular Customer Satisfaction rates – December 2012

Consular customers are able to complete our [customer satisfaction survey](#) to give their view on the service that they receive. We ask customers to rate the following as either excellent, good, average, poor or not relevant:

- Access to information/ease of contact with staff
- Quality of information received
- Professionalism of Foreign Office staff
- Overall quality of service received (general customer satisfaction rate)

Our target is to have 80% of customers rating the service as excellent or good.

The results below show how we rated in December 2012:

- Access to information/ease of contact with staff – 77%
- Quality of information received – 81%
- Professionalism of Foreign Office staff – 81%
- Overall quality of service received (general customer satisfaction rate) – 80%

Public targets for hospitalisation and detention – December 2012

If you are arrested or detained overseas we will aim to contact you, depending on local procedures, within 24 hours of being told about your arrest or detention. We aim to contact 95% of detainees with 24 hours.

In December 2012 we contacted 75% of detainees within 24 hours of being informed of the arrest/detention.

If you are admitted into hospital overseas we aim to contact you within 24 hours of being informed. We aim to contact 95% of cases within 24 hours of being informed.

In December 2012 we contacted 74% of hospitalisation cases within 24 hours of being informed.

MP and MOP correspondence targets - November 2012

We aim to respond to correspondence within 20 working days.

In November we responded to 43 MP letters of which 70% were responded to in 20 working days. We also responded to 104 MOP letters of which 84% were responded to in 20 working days.