

# Customer Satisfaction 2014-15

The Customer Insight team recently surveyed customers to measure their overall satisfaction with IPO.  
The results speak for themselves – take a look.

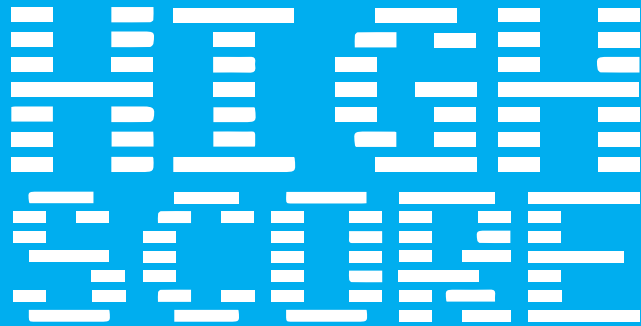
**80%**  
**MINISTERIAL  
TARGET**



Ensure that overall average customer satisfaction is at least 80%



**WE ACHIEVED**  
**85.4%**



85.4% is the highest score measured since the current measurement methodology was introduced in 2010/11



**4.4%**  
**HIGHER  
THAN 2013/14**

**ONLY**  
**1%**

2 customers were dissatisfied overall, scoring below 6 out of 10



**27%**



Over a quarter of survey scores were 'top box' 10 out of 10



**98.5%**

of respondents said that they had been treated fairly when dealing with the IPO.