

Performance Data for 2018-19

Business contact satisfaction rate:

- 100% of businesses either satisfied or very satisfied with the overall level of service provided
- 100% of all business line enquiries responded to within 1 working day target

Citizens Advice referrals to Trading Standards:

(the more complex or serious enquiries that meet our referral criteria)

- 100% responded to within 4 working day target

Complaints about the service:

- 3 Stage 1 complaints about service or staff
- 5 Stage 2 complaints about service or staff