

# EFORM HANDLING SURVEY

April to September 2025

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

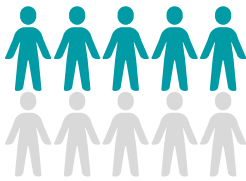
**2,145**  
Surveys sent



**211**  
Gave feedback

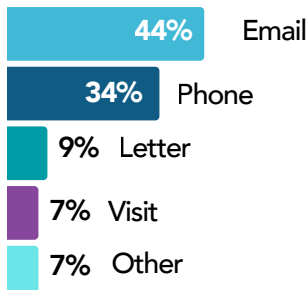


## You told us...



**45%** received contact

If contacted, this was done by...



Acknowledged in reasonable time

Compared to 2024/25



**82%**

**0%**



Answered enquiry



**96%**

New to 25/26



Explained next steps



**60%**

**10%**



Explained when they will be contacted



**35%**

New to 25/26



Overall satisfaction



**34%**

**1%**



\_\_\_\_\_ **How your feedback is shaping** \_\_\_\_\_  
**our services...**