

DCC Customer Satisfaction Survey Now Open

DCC Public

Our next Customer Satisfaction (CSAT) went live on 26 February, giving our customers an opportunity to share their views on how we're doing and where we can improve. The survey will remain open until 26 March.

A quick look back at the last survey - In the October 2025 survey, we achieved a **64.7% satisfaction score** - a solid foundation, and one that came with clear messages about where we needed to focus.

Since then, teams across DCC have been turning those insights into action, across 5 key areas:

- Transparency
- Consistency
- Coverage
- Value for money
- Communication

You can respond to the survey via the QR code or the link below;

Survey link: [March CSAT Survey](#)



We'd really appreciate your time and insights – they will help strengthen our customer centric culture at DCC. It will take around 5 minutes to complete and will enable us to shape and measure our customer engagement.