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2020 SECAS Annual Customer Satisfaction Survey Results

Thank you to everyone who participated in the survey, your feedback is always very helpful to help shape our support and services moving forward.

Customer experience matters to us, and every year we ask our customers how we're doing. Due to our focus on continuous improvement, most of our supporting areas saw improved scores compared to last year.



86% rated **Document Content and Quality** as Excellent/Very Good. The **ease of understanding** and use of **Plain English** saw a 12% increase, with 76% scoring this area as Excellent/Very Good.



SEC Parties rated SECAS information highly in terms of **timeliness, availability and variety of channels** used.



Website Content and speed of updates also scored well with 77% rating this as Excellent/Very Good. Ease of navigation and search functionality was highlighted as an area for improvement and we are pleased to report that this has already been actioned!



86% rated **Meeting organisation and administration** as Excellent/Very Good.



Staff Helpfulness in the Security and Privacy assessment process also scored well, achieving 78% Excellent/Very Good.



100% rated **Helpfulness in response to queries raised** in the Modifications process as Excellent/Very Good, with 80% rating **support provided** in producing a Modification Proposal equally so.

Helpdesk query handling also saw an improvement on last year.

As always, we use the survey to drive improvements to the services we deliver and have produced an action plan focussing on areas such as paper timeliness, speed of modifications, use of visuals and summaries, and further digitalisation of our services. We will communicate regular updates in the newsletter as these improvements are rolled out.