

Appendix 1 - Customer satisfaction survey

Satisfaction with:	% very satisfied
The helpfulness and friendliness of STAN staff	94.3
Overall satisfaction with the service	90.4
Being able to ask questions	90.0
Convenience	87.0
Handling of issue/query	81.1
Explanations offered related to issue/query	79.2

Based on 54 responses

Comments included:

"I felt like I was getting advice from a trusted best friend".

"Went beyond what I expected".

"They were very patient with account of my hearing loss".

"I feel very much supported and cared about".

"The ladies on duty were A+ grade".

"Sympathetic and non judgemental attitude".

"A valuable asset to village life".