

Arts, Music and Cultural Venues Overall Results

Overall Customer Satisfaction Rating - 97%

Customer Satisfaction Target for 2017/2018 - 95%

Glasgow Arts, Glasgow Music, Cultural Venues	
Glasgow Life Service Standard	Satisfaction Rating
Welcoming, Safe Clean and Accessible?	98%
Recognisable by our Badge or Uniform?	97%
Professional and Courteous?	97%
Providing information that was clearly worded, accessible and accurate?	97%
Respectful of your confidentiality?	99%
Providing information about our services in a range of formats including large print, audio and community languages if requested?	98%

We Responded	
Within five minutes of your appointment time?	98%
Within fifteen seconds to your phone call?	86%
Within one working day to your voicemail, phone messages or social media enquiries?	100%*
Within three working days to text, phone and emails?	96%
Within 5 working days to letters/faxes?	94%
Within 24 hours to direct messaging from social media?	100%*

Overall Satisfaction	
Overall how would you rate your satisfaction with the service we provided?	97%

*This is measured by using the average social media response time.