

## News

### *SRA contact centre customer service award*

15 February 2019

We are pleased to announce our contact centre has been awarded the Institute of Customer Service [<https://www.instituteofcustomerservice.com/>] ServiceMark accreditation.

This national award recognises our achievement in delivering good customer service and our commitment to upholding these standards.

The ServiceMark [<https://www.instituteofcustomerservice.com/standards-accreditation/servicemark>] is given for three years and was awarded based on customer feedback and an external assessment of our customer service in practice. This included:

- carrying out a customer satisfaction survey with 2,700 customers
- assessing the level of staff engagement with our approach to customer service
- listening to customer telephone calls
- looking at email communications to customers and colleagues
- interviewing our staff.

Each year we receive more than 180,000 calls to our contact centre and 46,000 emails. These range from members of the public checking that a solicitor is who they say they are to helping solicitors with their practising certificate applications.

We are committed to delivering good customer service to all customers and will continue to listen to our customers to build on this to meet their needs.