

Annual Customer Satisfaction Survey 2020

Key findings:
September 2020



**Employers
For Childcare**

Employers are happy with the service they receive from us

100%

of respondents told us that they rate the service they receive from Employers For Childcare as 'good' or 'excellent'

100%

of respondents rated the level of contact they receive from Employers For Childcare as 'just right'

96%

of employers indicated that they will 'definitely' or 'probably' continue to use Employers For Childcare Trading Limited as their Childcare Voucher provider

A snapshot of what employers said about us...



The company is very professional

Personal contact and support, knowledgeable staff

Excellent staff, so helpful and professional

Very straightforward set-up process and really helpful staff a simple phone call away who always sort out issues and queries with no fuss at all!



Parents are happy with the service they receive from us

98%

of parents rated their overall experience of Employers For Childcare as 'good' or 'excellent'

97%

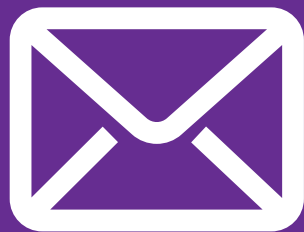
of parents told us they found the online E-Vouchers system 'easy' or 'very easy' to use

Parents rated their experience of using specific methods of contact



98%

said their experience was 'good' or 'excellent'



96%

said their experience was 'good' or 'excellent'



95%

said their experience was 'good' or 'excellent'



81%

said their experience was 'good' or 'excellent'

A snapshot of what parents said about us...



Staff are very helpful and always a prompt response.

Really impressed with the helpfulness of the team with my queries during COVID

Service has been fantastic so far. Wouldn't change anything.

You do a fine job and customer service ops have always been very helpful and professional



Experience of the Family Benefits Advice Service

Of those parents
who reported
having used the
Family Benefits
Advice Service

97%

said they found the
information
provided to
be 'helpful' or 'very
helpful'.

*A wealth of
knowledge, very
friendly & easily
accessible*

*excellent customer
service, knowledge &
information always
provided by EFC staff
- even through
challenging
Covid19 times -
outstanding!*

*An
invaluable
service*

More positive feedback!

"I have found Employers For Childcare extremely helpful and always ready to answer any queries I have. Their online system is very easy to use and I couldn't recommend them enough."

"EFC was easy to use from the start and very quick and effective to respond to requests, great service!"

"Great services and easy to use. Keep up the good work."

"Employers for Childcare have given me impeccable service every time I have required it. Can not be faulted."

Thanks to our dedicated, professional staff team – it is only through their contribution that we are able to deliver the high quality service that is so valued and appreciated by our customers.