GDQ11. Do you agree with our proposed design of the VCMA UIOLI mechanism?

We do, ensuring that contract management of VCMA’s in managed consistently by the GDNs and any concerns are communicated to the VCMA in a timely manner. Clear communication routes need to be embedded to ensure that the VCMA are aware of changes and amendments in delivery processes. It will be important that the VCMA’s have a voice and that their findings and concerns are shared with the wide network, making sure that the highest quality delivery can be achieved by all VCMA’s. As a small charity within the VCMA arena, the length of contracts (and subsequent funding) is vital in planning and informing our service delivery and engagement with vulnerable groups.

GDQ12. Do you agree with our proposed design of the Customer Satisfaction ODI-F?

Agreed that there should be a consistency across all GDNs.

GDQ13. Do you agree with our proposed design of the Disconnections Customer Satisfaction ODI-R?

A GDN should be delivering a high-quality service at all times without the need for an incentive. We agree that there should be a consistent approach to obtaining customer feedback across all GDN and that this should be used to inform future actions/priorities.

GDQ14. Do you agree with our proposed design of the PSR Customer Satisfaction ODI-R?

Yes, we agree with this target, however the quality of the service delivery should be consistently high for both PSR and non PSR. Comparison between both groups would provide a valuable insight. Surveys and support need to be clear, inclusive and accessible to neuro-diverse members of our society.

GDQ15. Do you agree with our proposed design of the Complaints Metric ODI-F?

Yes we agree with this.

GDQ16. Do you agree with our proposed design of the PSR Customer Complaints ODIR?

Yes, we agree with this.