



Informing Progress - Shaping the Future

FOIL Update 11th September 2024



Message from the CRU for the attention of FOIL stakeholders

Customer Satisfaction Survey 2024

Compensators who correspond with the Compensation Recovery Unit (CRU)

For information

Compensation Recovery Unit

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For the attention of FOIL stakeholders

Compensation Recovery Unit Customer Satisfaction Survey 2024

Compensation Recovery Unit (CRU) conduct annual surveys to assess the level of customer satisfaction with various elements of our service. Feedback from the surveys has been used to develop customer service improvement action plans.

The CRU 2024 Survey will “Go Live” on Monday, 9th September 2024. As with last year’s survey, customers will be asked at the beginning of the call, whether they would be prepared to participate in a survey at the end of the conversation.

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