



Auvergne network for welcoming new inhabitants

Results of the customer satisfaction survey

January - June 2010



From January to June 2010 :

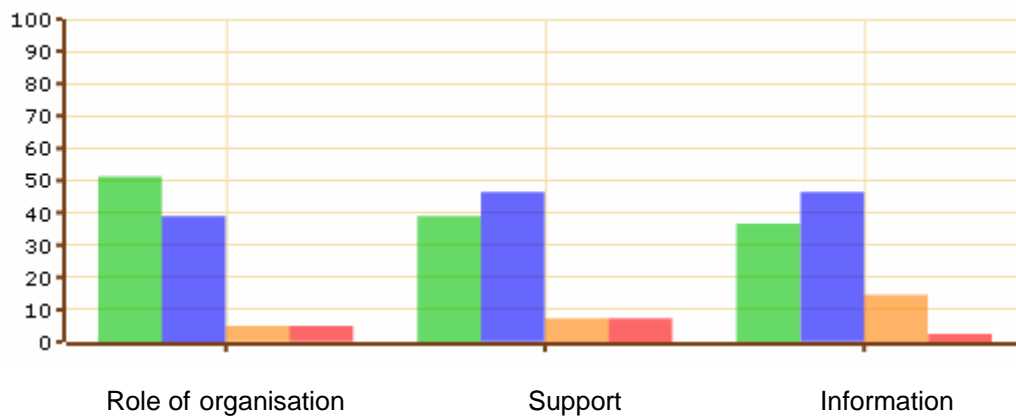
86,18 % of customers were satisfied with the information given

86,18 % of customers were satisfied with our understanding of customers' needs,

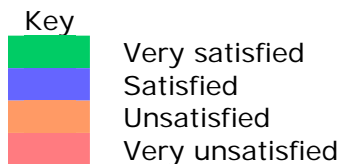
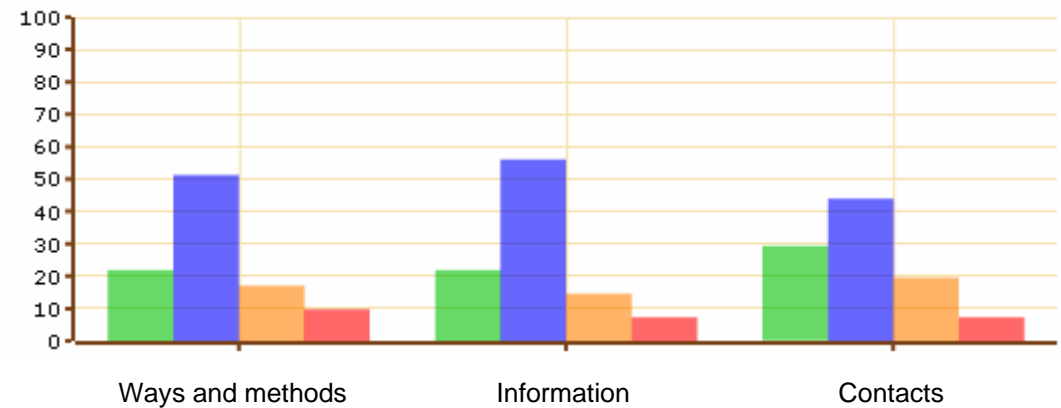
74,8% of customers were satisfied with the effective support provided by us,

100% of customers were satisfied with their consultant and 95,24 % with their local elected representative who facilitated their integration on their arrival.

Access to information



Support given by organisations





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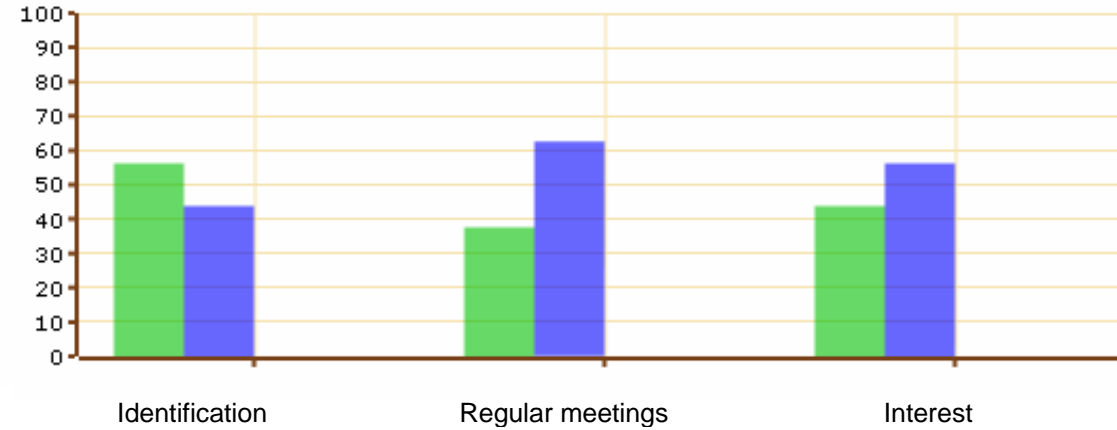
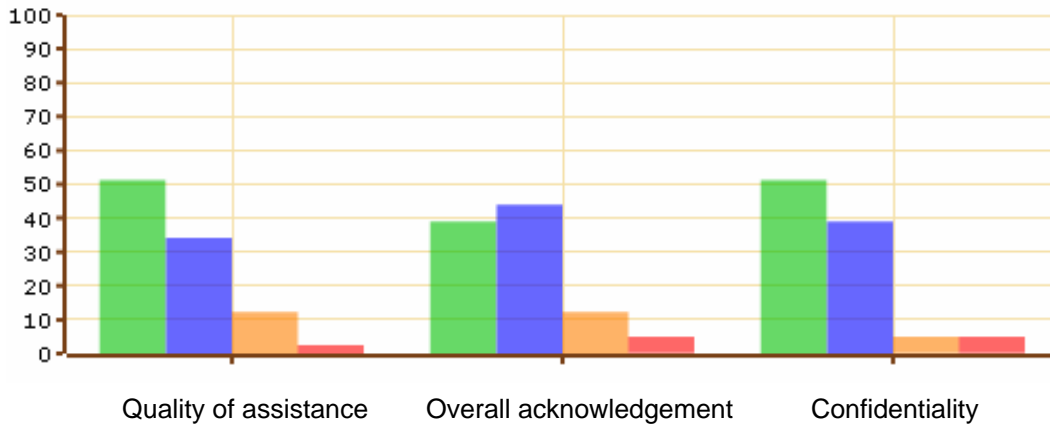
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Understanding of customer's needs

Consultant assistance



Assistance from an elected representative to facilitate integration

