

Making the difference

Client satisfaction is part of the Arun and Chichester Citizens Advice quality assured standards. The views of people who use our services, help to shape the planning, delivery and evaluation of our services.

Arun & Chichester Client Experience survey 2020-21

Summary -	Positive Responses
How easy or difficult did you find it to access the service?	82%
To what extent did the service help you to find a way forward?	85%
To what extent is your problem now resolved?	75%
How likely would you be to recommend the service?	90%