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25 APR 2012

Survey on Customer Services SLA 2012/13

The survey ran from x to x and during that period 28 responses were received. The allocation of responses was as follows:

Option 1 to end the service received	2 votes	(7%) of returns.
Option 2 to provide a reduced service	17 votes	(61%) of returns
Option 3 existing service but increased cost	9 votes	(32%) of returns

On the basis of the above returns I agree that Option 2 is the one with the greatest support and that the LA should amend the service and charges for 2012/13 accordingly.

Erica Pienaar

Date 28.03.12.



Chair of the School Forum