

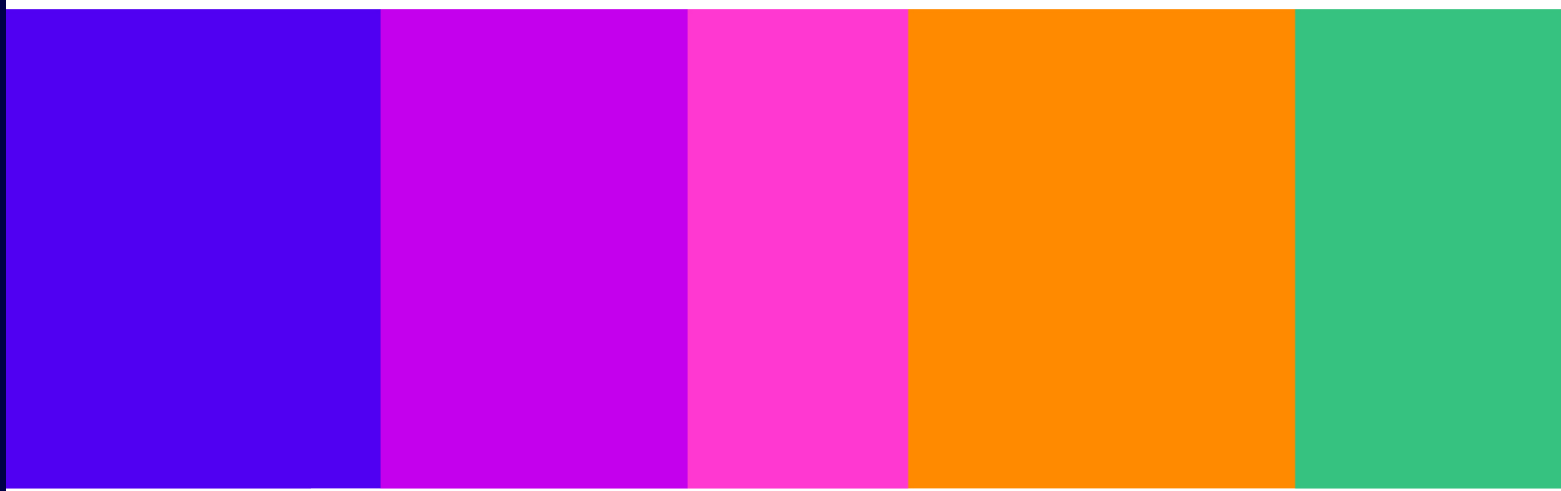


# Ofcom Comparing Customer Service Trackers

---

Confirmation of changes for 2023

Published 10 August 2023



# Overview

This document confirms the change to the frequency of Ofcom's Comparing Customer Service Trackers, which will now be conducted biennially and will next run in Q4 2024.

The three Comparing Customer Service (CCS) trackers – the Customer Satisfaction Tracker, the Reason to Complain Tracker and the Complaints Handling Tracker – provide Ofcom with data about customer satisfaction levels and satisfaction with complaints handling processes across the residential landline, mobile, fixed broadband and pay-TV services, and how these compare by provider and over time.

The CCS trackers contribute to Ofcom's [Comparing Customer Service Report](#), for which we will also be making a similar frequency change.

Examination of the data from the past three years shows that there has been relatively little movement in the metrics that the CCS trackers measure from year to year. In response to this trend, we are reducing the frequency of the Comparing Customer Service trackers to every other year. Doing this will also ensure that Ofcom's market research budget continues to be allocated as effectively as possible across the organisation and delivers public value for money.

## Confirmed changes – in brief

---

Moving the frequency of the Comparing Customer Service Trackers to every other year.

Having conducted fieldwork for the CCS tracker surveys in 2022, we will run the next waves of the three Comparing Customer Service Trackers in Q4 2024, with publication in 2025.

If you have any queries, please email [market.research@ofcom.org.uk](mailto:market.research@ofcom.org.uk).