

[News story: Civil/crime news: take part in customer service survey](#)

We are exploring different ways and times in which you can contact us.

At present our helplines are open Monday to Friday from 9am to 5pm.

The survey will help us to find out if providers would like us to extend these hours or find other ways of communicating with the customer services team.

The survey closes at 5pm on 15 October 2017.

Further information

[Survey on improving access to customer service](#)