# What we heard from you

## Background

As part of the WSCC's commitment to delivering quality services, the organization first launched a workers' and employers' satisfaction survey in 2021. In 2024, the survey focused on gathering an overall understanding of workers' and employers' quality of experiences with us. The 2024 survey was expanded to include health care providers.

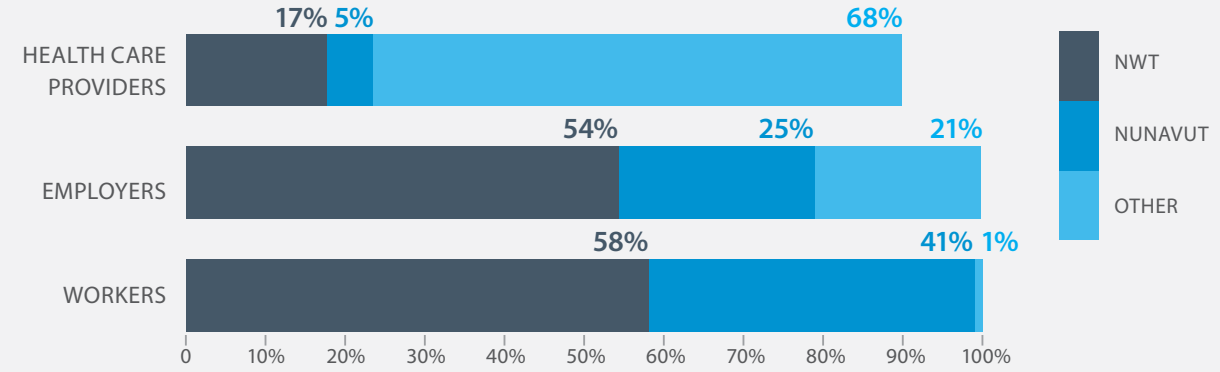
## Methodology

Survey questions were modified to reflect how each group uses services. The groups were contacted by phone and email and the overall response rate was **10%**. The specifics of the groups contacted were:

- Employers who operated in the NWT or NU in 2022-2023
- Workers who filed a claim for an injury that took place in the NWT or NU in 2022
- Health care providers who worked with WSCC to process a medical claim in 2022-2023

**** Results with no or too few responses are marked Not Applicable (N/A).***

### WHO Responded

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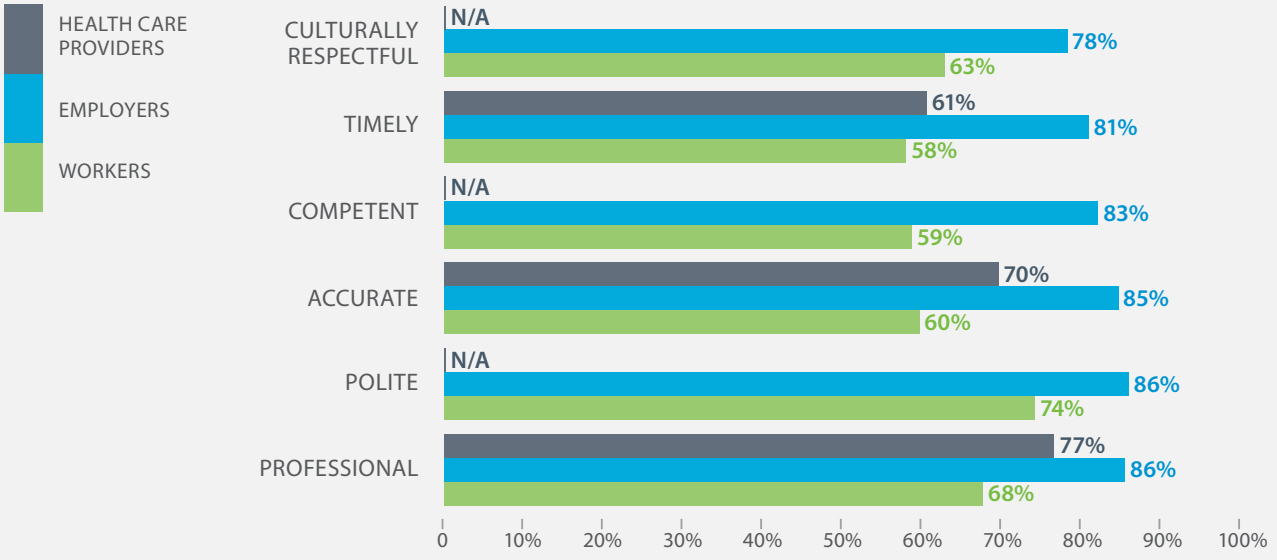
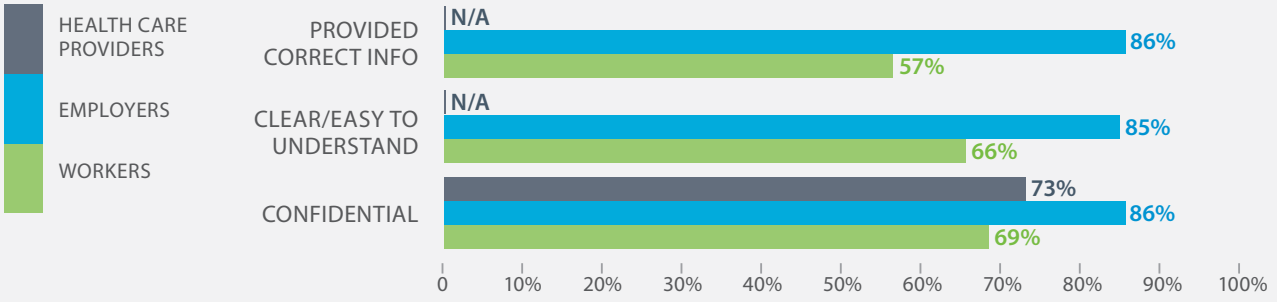
# 2023-2024 CLIENT EXPERIENCE SURVEY
## RESULTS REPORT

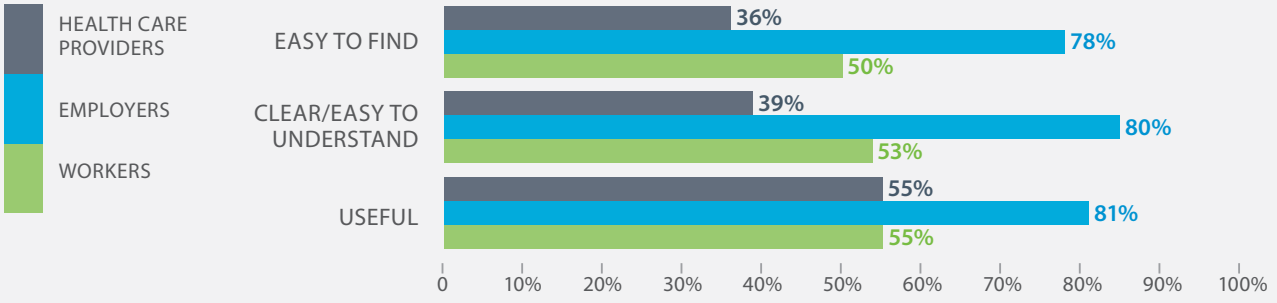
**NOVEMBER 2024**

## Perception of WSCC's Quality of Services




## Perception of WSCC's Handling of Information




## Perception of WSCC's Resources