

# Customer feedback

January – March 2024

## Your feedback is helping us to learn and improve

We are always keen to know your views so that we can put things right when they go wrong and continually improve our services to you.

We respond to issues raised with us as quickly as we can and monitor all feedback. Please see [www.cottsway.co.uk/complaints](http://www.cottsway.co.uk/complaints) for more details on how we deal with your feedback. We produce this summary quarterly to help keep you informed about the feedback we receive and what we are doing about it.

|                   | Feedback only | Resolved within 2 days | Resolved within 10 days | Compliments | Total |
|-------------------|---------------|------------------------|-------------------------|-------------|-------|
| Feedback received | 27            | 57                     | 11                      | 49          | 144   |

## You said, we did

Here's a way we have made changes to our services following your feedback:



Following a customer complaint that they were not informed of a short notice change with a repair appointment, we now aim to contact both customers named on the tenancy to notify them of short notice changes for repair appointments.

## In your words



Customer called to thank Customer Liaison Officer for the support given in arranging for solar panels to be fitted at their home.



Daughter of customer got in touch to pass on her thanks to our operatives who helped to keep the disruption for her elderly mother to a minimum, saying "The operatives were fabulous going above and beyond and were really lovely."

We are listening. Please get in touch to let us know your views.