

Customer feedback

April – June 2021

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 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	80	50	4	26	160

You said, we did

Here's just a couple of ways we have made changes to our services following your feedback:



Customer complained that they'd received an email with incorrect information re: a repair appointment. It included a weblink so they could make amendments to their appointment if necessary. This was included in error. This service is not available yet, so the weblink has been removed to avoid any further confusion.



Following a complaint, we've made changes to our out of hours service. Customers living in new build properties who are unable to raise an emergency repair directly with the developer, can now escalate the issue to one of our on-call managers. They will assess the issue and decide if we need to arrange for one of our repairs delivery team or contractors to attend.

In your words



Local Councillor emailed to say "excellent customer service and understanding in helping. It was so refreshing to have a member of your team that really understood the trauma of the situation and was compassionate."



During a survey conducted by Acuity on behalf of Cottsway, a customer was keen to say how much she appreciates everything we do for her and she thinks the services provided are excellent.

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