

Customer feedback

January – March 2023

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	53	49	15	38	155

You said, we did

Here's one of the ways we have made changes to our services following your feedback:



Two separate customers were unhappy with the delay in Cottsway being able to obtain a particular high specification fan. The delay was due to supplier issues due to an increase in demand for these items. Our assets team investigated and located alternative fans of the same specification so that we could resolve this issue. Going forward, this means that other customers will no longer need to wait, as we can obtain these fans much more easily.

In your words



“A huge thank you to customer services for their help and emotional support. I couldn't have got through it without you.”



“I just wanted to let you know how pleased I am with my replacement windows it has had an immediate effect on the draughts that I was getting, my house is much warmer and cosier, thank you.”



Regarding our quick response to the break down and replacement of their electric shower over the Christmas period, a customer emailed: “As always, the service is nothing but a shining example of a well-oiled and efficient association. I am well aware that in today's terms you must be rushed of your feet and working with ever stretched resources, so I do appreciate the smooth, quick, polite and courteous service both on the phone and on the ground service throughout my residency. Thanks for a lovely service.”

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