

Customer feedback

April – June 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 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.

	Service request	Resolved within 10 days	Resolved within 20 days	Compliments	Total
Feedback received	102	42	7	34	185

You said, we did

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



We received feedback from customers that they are not receiving callbacks from staff. In response to this, the Customer Services Manager is running regular system reports and flagging outstanding callback requests to service managers.

In your words



Customer is very happy with their new kitchen and said the operatives who attended were brilliant: "The kitchen fitter worked non-stop and was excellent!"



Customer wanted to provide feedback on the service received from Customer Services. They said the advisor they spoke to "...was fantastic. They were very understanding about my distressing situation. I felt very grateful that she helped me with this issue - she was ever so helpful and nice about it".

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