

Customer feedback

January – March 2026

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 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	47	127	16	31	221

You said, we did

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



A new bereavement process has been introduced following customer feedback about poor communication from our Customer Services and Neighbourhood Housing teams. The updated process is simpler, more streamlined, and provides clear ownership at each stage, improving communication with those reporting a bereavement.

In your words



Customer contacted Cottsway to say that she feels very lucky, the customer services team are all so friendly and the operatives are all very nice. Thank you.



Compliment for Neighbourhood Housing Officer: “Thank you for helping me move into my property and helping to keep me and my children safe.”

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