

# Customer feedback

October – December 2022

## 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	41	34	14	25	114

## In your words



Customer wanted to say thank you for our quick response regarding the break down and replacement of their electric shower. They said “As always, the service is nothing but a shining example of a well-oiled and efficient association. I understand in today 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.”



Customer wanted to pass on their thanks for the Neighbourhood Housing Officer’s assistance after they collapsed. The Officer called the ambulance and remained with the customer until the ambulance arrived.



Several customers called to express how happy they were with their new kitchen installation and how pleased they were with the work completed by our operatives.

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