

Customer feedback

October – December 2019

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	46	24	2	27	99

You said, we did

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



Following a customer complaint about our letters containing too much jargon, we have changed our policy to ensure covering letters are written in 'plain English' in the future.



After a complaint about blocked drains on a new build site, this developer has agreed to power jet all drains to check for building debris before handing over future properties.

In your words



Mr R reported a containable leak on 23 December. He called to thank Cottsway very much for fixing it on 24 December. He was very happy and said our response had stopped him worrying all over Christmas.



"I am writing to thank you and tell you how delighted we are with our new heating system, installed in February this year. We can now feel and see how efficient the system is compared to the old storage heaters it replaced. We recently got a cheque back from our utility company. This has made a really positive difference to our limited budget. Thank you very much, we appreciate it."

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