

Customer feedback

April – June 2020

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. For more details on how we deal with your feedback see: www.cottsway.co.uk/complaints. We produce this quarterly summary 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	18	18	3	13	52

You said, we did

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



We're reminding people about the need to move special plants, plant pots, garden furniture etc before we start work (see [Responsibility for repairs webpage](#)) following a complaint about plant damaged caused while we were replacing a fence (we paid for replacement plants).



Our website was updated to explain that staff are currently working from home and to apologise for any family noise that may be overheard on calls following a customer comment.

In your words



Compliment received from customer following our prompt action to fix a burst water fitting at their home during the Coronavirus lockdown: "They were all brilliant, everything was fixed the same day and I was able to stay in my home."



"We had a boiler service done yesterday - would just like to say thanks to the engineer for his care and attention given my husband is in the (Coronavirus) vulnerable group. Please pass on our gratitude."



Customer called following emergency drain work to say: "Jetrod were very good and did a smashing job, very friendly, lovely and helpful. Very professional."

We also made over 2.7k calls to vulnerable / isolate customers aged 70+ during the Coronavirus pandemic. We received many thank-yous for keeping in touch during this uncertain time.

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