

# Customer feedback

July – September 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. 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 | 39            | 24                     | 3                       | 19          | 85    |

## You said, we did

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



Due to heavy rain a customer needed sandbags out of hours to help with a minor flood, but the Council was closed. We've since arranged access to sandbags over weekends so our on-call electrician can collect and do an electrical safety check at the same time.



After several customer queries via our Facebook page, we've now added live chat to our website so our customer services team can deal with your queries quickly in real time.

## In your words



Our welfare team supported a couple during a home move and received a letter saying: "Thank you for understanding the problems of mental health. Although we are old, we need young people like you to continue the good work."



A customer called to say she felt that the electrical service at her property was very good. She went on to say the operative was a very nice man who explained the Covid safety measures clearly and wore mask and sanitised everything he touched throughout.



Following a report of an uncontrollable leak at their home, a customer called to thank the repairs team for attending within 30 minutes and to say how calm, friendly and reassuring the operative was.

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