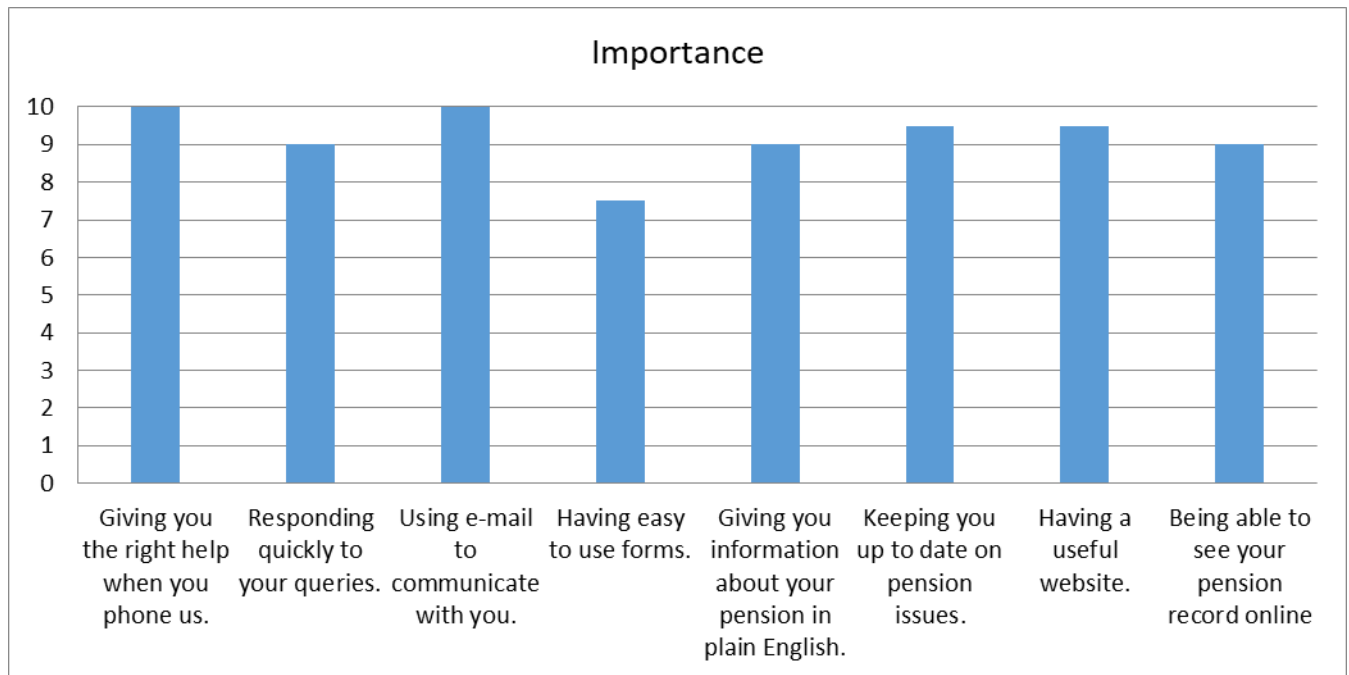


Customer Survey Results - Hounslow Members (1st October to 31st December 2023)

Over the quarter October to December, **101** survey forms were emailed to Hounslow members; of those, **2 (1.98%)** were returned.

The charts below give a picture of the customers overall views about our services;



Sample of positive comments:

Member Number	Comments
18037646	It was helpful once you get to talk to someone. It was good to talk to a person and not a machine as this service is for the older generation that not good with modern technology.
18009315	Excellent and very pleased. Very Very Good.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		