

Customer Survey Results - Hounslow Members

(1st January to 31st March 2019)

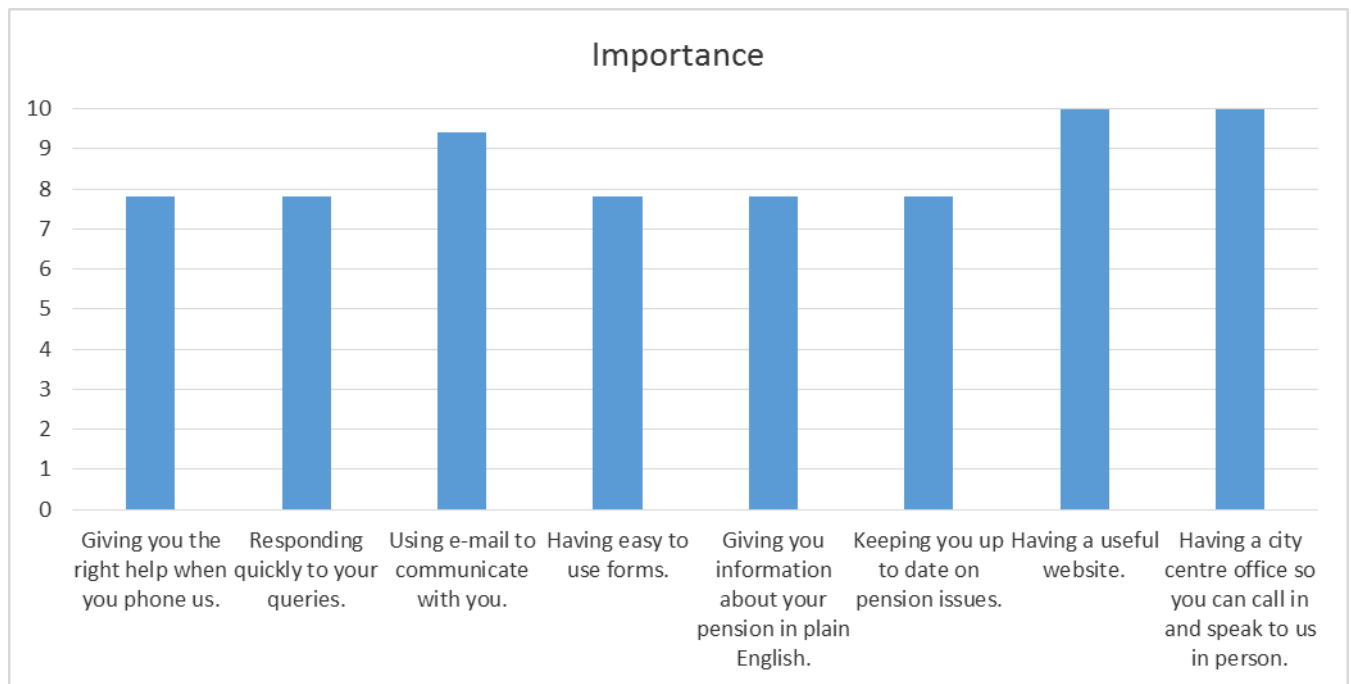
Over the quarter January to March we received **No** online customer response.

Over the quarter January to March **33** Hounslow member's sample survey letters were sent out and **4 (12.2%)** returned:

Overall Customer Satisfaction Score;

October to December 2018	January to March 2019
97.5%	96.4%

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



Sample of positive comments:

Member Number	Comments
18031946	Your team was excellent. As you are aware, retirement can be extremely stressful. Your team member Suki Kaur made my worries and concerns away.
18020892	Your service was very professional, helpful and all round very good. I am very pleased with the speed you dealt with my claim.
18033964	Suki Kaur is excellent in solving issues. Each time I rang for information, each and every staff were professional in solving issues.
18042499	So much better than CAPITA services.

Complaints/Suggestions:

Member Number	Comments	Corrective/ Preventive Actions
None		