

Customer Survey Results - Hounslow Members

(1st January to 31st March 2020)

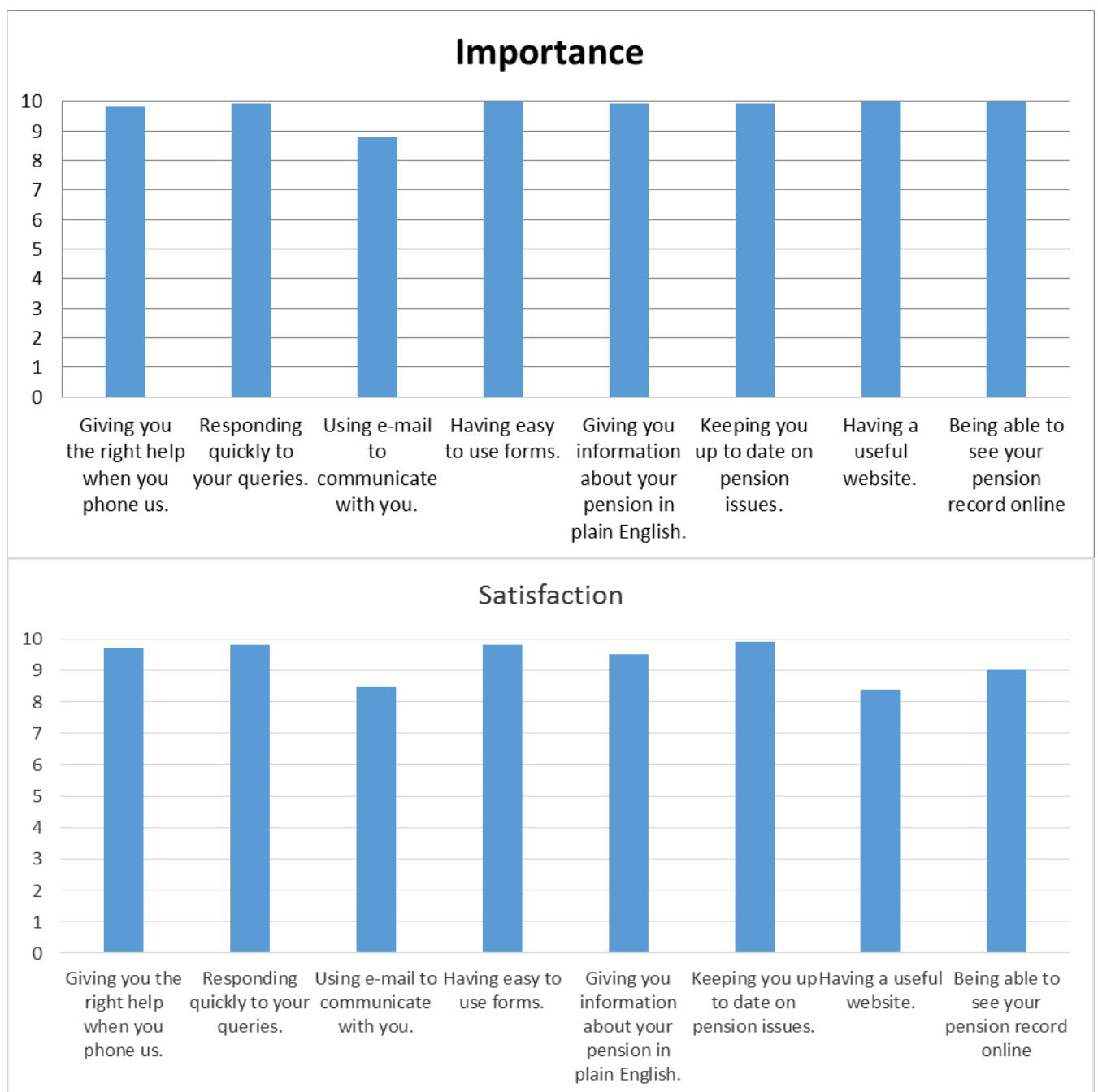
Over the quarter January to March we received **No** online customer response.

Over the quarter January to March **57** Hounslow member's sample survey letters were sent out and **8 (14.1%)** returned:

Overall Customer Satisfaction Score;

January to March 2019	April to June 2019	July to September 2019	October to December 2019	January to March 2020
96.4%	87.9%	81.6%	80.5%	93%

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



Sample of positive comments:

Member Number	Comments
18021241	Recently retired and so far so good. Helpful service and made all the difference being able to speak to a person on the other end of phone.
18028406	Excellent service, thank you so much for making this new chapter little more easy to cope with. The service I have received to date has been very good. My queries have been promptly and clearly responded to both in person and on email.
18100182	Very friendly and helpful staff. Very satisfied with efficient and fast response.
18024069	LBH provide an excellent service to customers. The service was excellent.
18100120	Very effective. I found that in some cases we still had to post documents and that was costly and time consuming.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		