

Customer Survey Results - Hounslow Members

(1st July to 30th September 2021)

DocQ AppxB

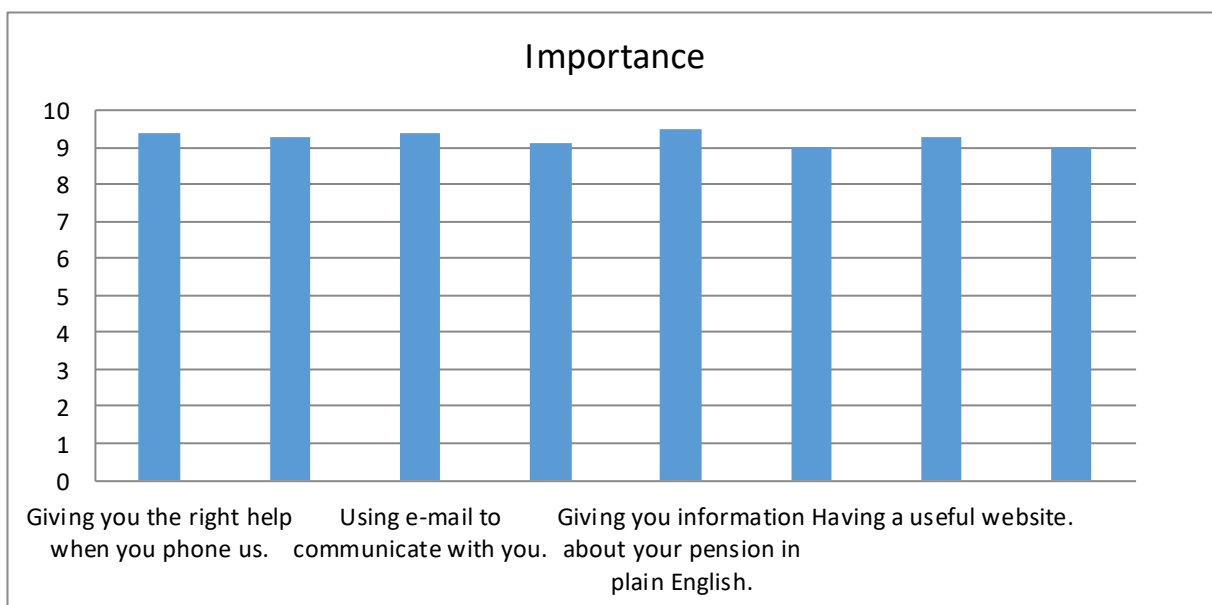
Over the quarter July to September we received **1** online customer response.

Over the quarter July to September **66** Hounslow member's sample survey letters were sent out and **10 (15.2%)** returned:

Overall Customer Satisfaction Score;

July to September 2020	October to December 2020	January to March 2021	April to June 2021	July to September 2021
90.6%	92.6%	83.6%	96.3%	96.4%

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



Sample of positive comments:

Member Number	Comments
XXXXX	100% excellent service
XXXXX	very helpful, clear and easy instructions. excellent, quick and easy.
XXXXXX	Found the whole system very easy and quick response.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		