

Customer Survey Results - Hounslow Members

(1st January to 31st March 2023)

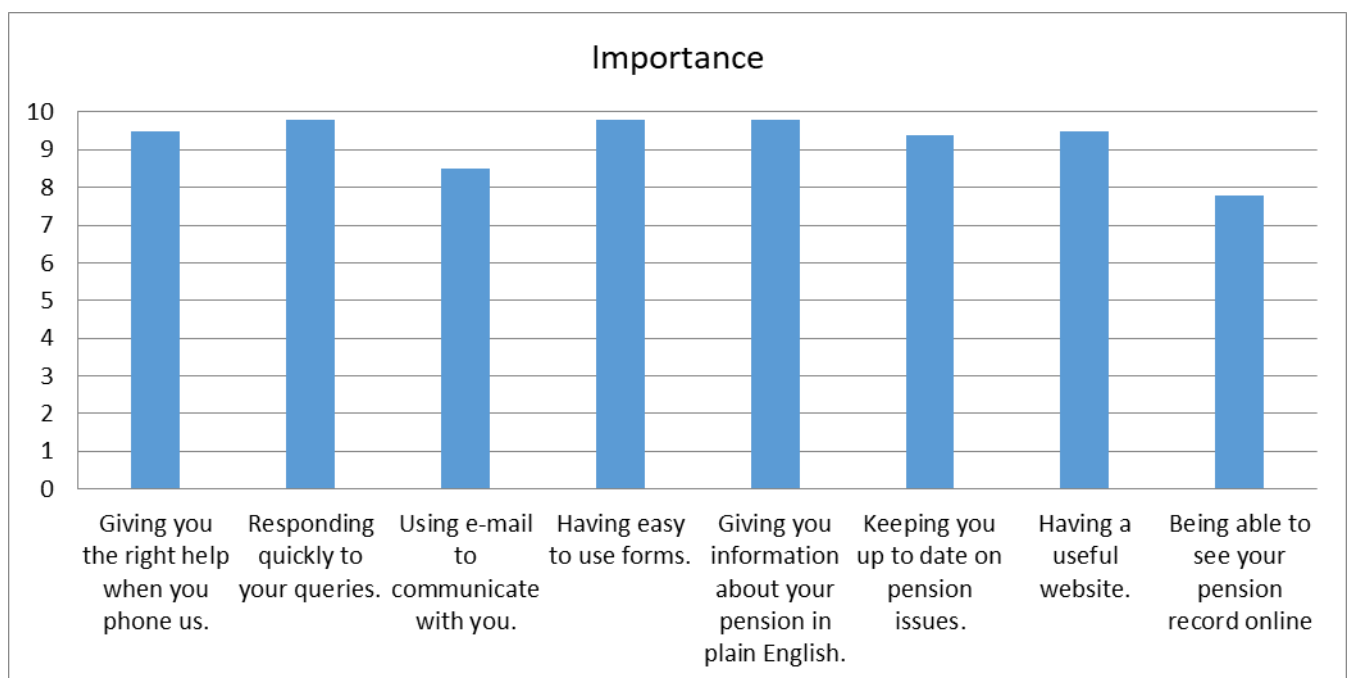
Over the quarter January to March we received **1** online customer response.

Over the quarter January to March **27** Hounslow member's sample survey letters were sent out and **4 (14.9 %)** returned:

Overall Customer Satisfaction Score;

January to March 2022	April to June 2022	July to September 2022	October to December 2022	January to March 2023
94.5%	89.2%	90.8%	90.9%	91.8%

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



Sample of positive comments:

Member Number	Comments
18105548	Perfect, for nontechnical like me.
18102010	Great. very good service
18104378	The service provided up to the point whenever I called. A big thank you to Stuart Newbould for getting my pension sorted.

Complaints/Suggestions:

Member Number	Comments	Summary of Acknowledgement Letter Sent to Member
None		