

# Customer Survey Results - Hounslow Members (1<sup>st</sup> April to 30<sup>th</sup> June 2023)

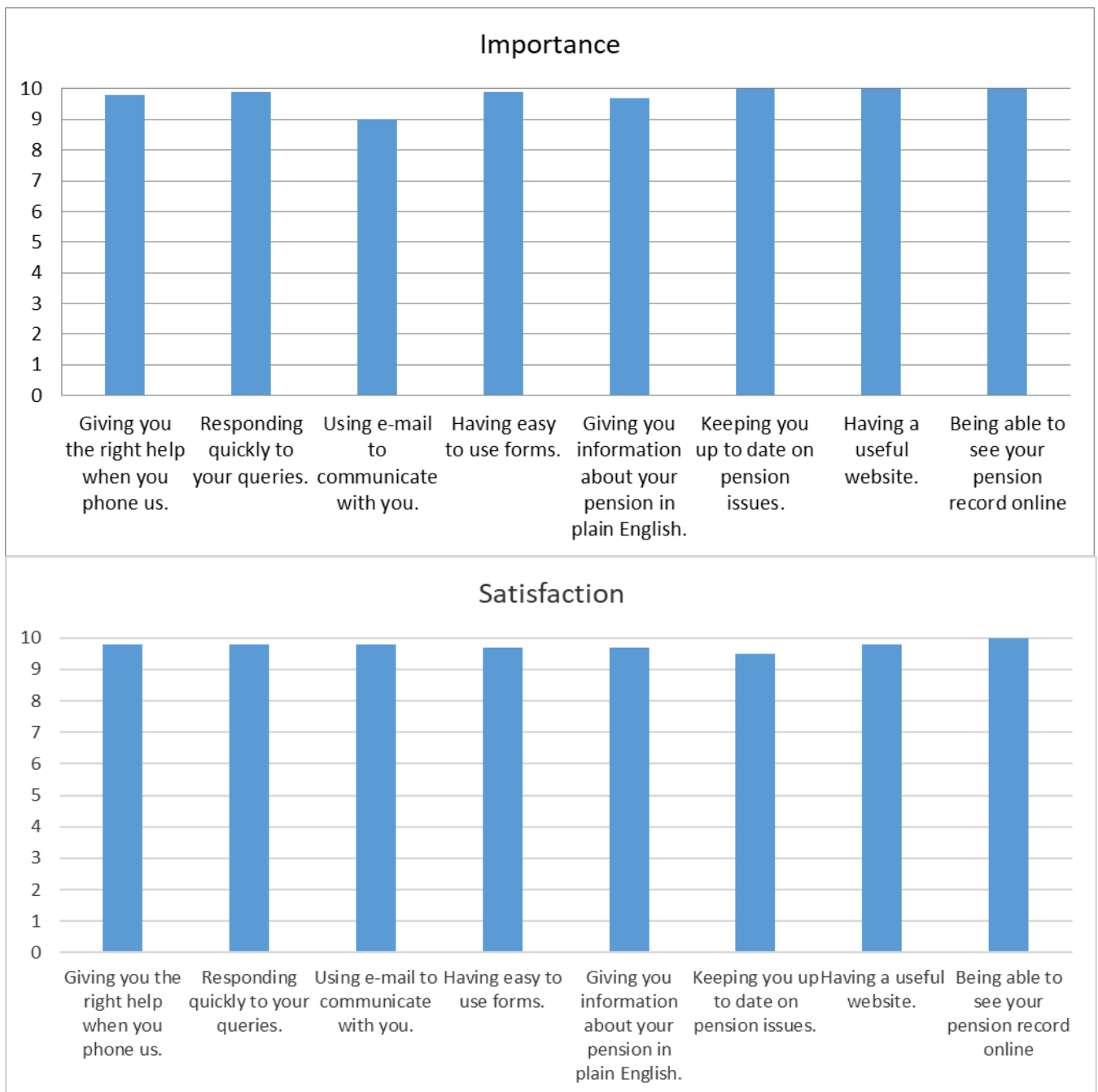
Over the quarter April to June we received **1** online customer response.

Over the quarter April to June **63** Hounslow member's sample survey letters were sent out and **6 (9.6 %)** returned:

Overall Customer Satisfaction Score;

April to June 2022	July to September 2022	October to December 2022	January to March 2023	April to June 2023
89.2%	90.8%	90.9%	91.8%	97.5%

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



**Sample of positive comments:**

<b>Member Number</b>	<b>Comments</b>
18014038	Satisfied. Thank you for your help
18107403	Nice and easy to use. Hopefully if I need to contact in the future, it will be as easy as quick.
18037982	Helpful, efficient, knowledgeable and reassuring. The lady I spoke to made a point of calling me to inform when and why were things happening.
18020164 Email	<p>I received a letter regarding claim of my Guaranteed Minimum Pension. I followed that letter with a call to the pensions team and Kirsten took the call. I am writing to thank Kirsten and to let you know how thorough and informative her advice was. She laid out my options with great simplicity and clarity . She was very customer centred and demonstrated her in depth knowledge and experience .</p> <p>Please can you relay my thanks and also acknowledge her in some way as a valued staff Member.</p> <p>Many thanks and hope you have a restful break.</p>

**Complaints/Suggestions:**

<b>Member Number</b>	<b>Comments</b>	<b>Summary of Acknowledgement Letter Sent to Member</b>
None		