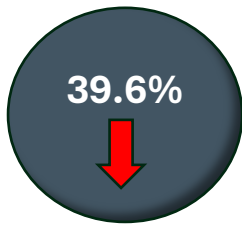
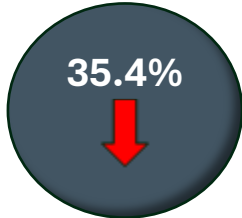


COMPLAINTS SATISFACTION



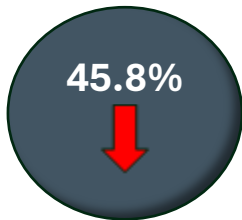
Satisfied with being kept them informed about the progress of their complaint

Referring my complaint to appropriate person who was able to sort out my complaint and advising me of how things were going.



Satisfied that all points of their complaint were addressed

Answer each of my points, explain why the delay happened (6months for a 21 day standard), answer the complaint within the time limit



Satisfied with the level of customer service from staff who dealt with their complaint

More understanding as was a few issues with miscommunication and initial complaint took way too long but sorted in the end

KEY ISSUES



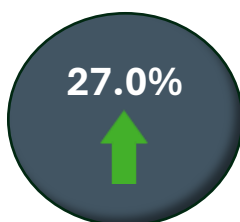
Repairs:

1. Repairs outstanding.
2. Length of time for repairs to be completed.
3. Failure to attend/last minute cancellations of appointments.



Complaints process:

1. Poor communication.
2. Lack of action/communication despite repeated attempts to make contact.
3. Not receiving adequate responses to questions.
4. Complaint not being referred to the appropriate person and then not being kept updated with progress.
5. Feeling the response was generic with a few tweaks.
6. The complaint not being escalated as per the policy.
7. Preference for verbal conversation rather than email.
8. Awaiting compensation.



49 customers responded to the survey

