

## What we have done with customer feedback?

Year	comments	compliments	Formal complaints	Informal complaints
2005/6	0	8	0	0
2006/7	0	1	1	2
2007/8	2	5	2	15

### During 2007/08 (1 April 2007 – 31 March 2008)

#### Your informal complaints have been about:

- Waiting time for site/home inspections
- Failure to update customer records
- The Building Regulations

#### Your formal complaints have been about:

- Disabled facilities and their sole use
- Constructions problems regarding a sub floor

#### Your compliments have been about:

- A smooth application process
- Good service and Good advice
- Help in solving difficulties

#### Your comments/suggestion have been about:

- Procedure regarding invoicing of inspection fees
- Customer facilities at reception

## What we have done about your feedback?

#### Your feedback has helped us make improvements in the following areas:

- Directed you to our direct line telephone number to make sure that you are not kept waiting when you call (02871381315).
- Installed a new direct line for site/home inspections only (02871381353).
- Rearranged the geographical work area for surveyors thus, providing customers with one line of communication.
- Updated our files with the proper contact details.
- Updated our web site with the most recent information on the Building Regulations.
- Dealt with other organisations to ensure a joined up approach to solving your concerns.
- Provided facilities at our reception area so that customers are attended to once they arrive.