

TELL US

WHAT YOU THINK



PROGRESS
HOUSING GROUP LTD.

We aim to provide all our customers with an excellent level of service. We have a Customer Contact Charter that sets out the service standards that you can expect to receive from us.

Your views are very important to us, so please take the time to tell us what you thought of the service that you received today.

If you would like this leaflet in another language or format (such as large print, audio cassette or Braille) or if you require the services of an interpreter, please phone Customer Services on 01772 450600

اردو (Urdu)

اس اشاعت کی نقل اگر آپ کو کسی دیگر زبان یا شکل (فارمیٹ) میں چاہئے، یا اگر آپ کو ترجمان (انٹریپرٹ) کی خدمات درکار ہوں تو برائے مہربانی کسٹمر سروسز سے فون نمبر 01772 450600 پر رابطہ کریں۔

廣東話 (中文繁體字) (Cantonese)

如欲索取本刊物的另一語文或格式版本，或要求使用口譯員服務的話，請致電客戶服務處，電話：01772 450600

Polski (Polish)

Jeśli chcieliby Państwo otrzymać tę publikację w innym języku lub formacie (na przykład dużym drukiem, w wersji dźwiękowej lub brajlem) albo potrzebują Państwo usługi tłumacza, prosimy o zatelefonowanie do Biura Obsługi Klienta pod numer: 01772 450600.

WHAT DO YOU THINK OF OUR SERVICES?

Did you feel welcome during your visit?

Yes

No

If not, please tell us why.

Did our staff treat you in a polite and friendly manner?

Yes

No

If not, please tell us why.

How long did you wait before you were seen by a member of staff?

0-2 minutes

2-5 minutes

5-10 minutes

More than 10 minutes

If there was one thing that we could have done better during your visit, what would it have been?

Did we meet your expectations?

Yes

No

If not, please tell us why.

Did you receive excellent service from someone in reception? If so, please tell us about it and who provided it.



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You do not have to give your name and contact details, if you wish to remain anonymous. However, if you would like us to contact you about your comments, please complete the following information.

Name

Address

Telephone number

Email address

Today's date

Thank you for your time.

Please hand your completed form in at reception.



NEW PROGRESS
HOUSING ASSOCIATION LIMITED



PROGRESS CARE
HOUSING ASSOCIATION LIMITED



PROPERTY SERVICES



Certificate No
FS 37690

