

Q2

Customer Feedback Stats 2023 Q2 (01/06/2023-30/09/2023)		
	Total Repairs Complaints	Wates Complaints
Outcome		
Not Upheld	3	3
Partial	8	6
Upheld	37	29
Blank	2	0
	50	38
Themes		
Contractor Operatives	3	3
Communication	2	2
Damp/mould	15	8
Did not do what we said	6	5
Inadequate reponse	0	0
Other	1	0
Staff Attitude	1	0
Policy/Process	1	1
Quality of Work	7	6
Standard of service	3	3
Timliness	11	10
Total	50	38
Percentage of complaints which relate to Wates.		76%

Voicescape Stats 2023 Q2 (01/06/2023-30/09/2023)	
Total surveys offered	1682
Responses	
No Option Selected	415
Answer Machine	43
Call Rejected	0
Follow Up Delivered	503
Not Connected	116
Satisfied	517
Dissatisfied	88
Themes (Dissatisfaction)	1682
Access	1
NA	12
Not Completed	40
Other	28
Poor Quality	7
	88
Percentage of dissatisfaction	5%

Voicescape Response Rates	
Overall Response Rate	36%
Satisfied	85%
Dissatisfied	15%

