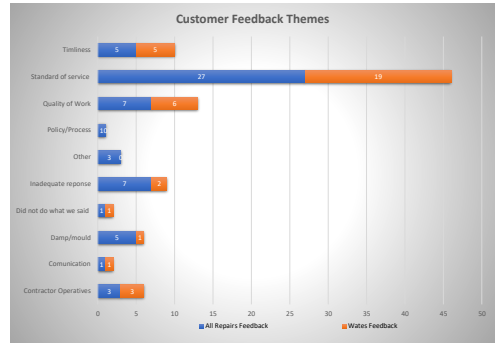
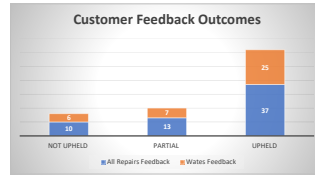


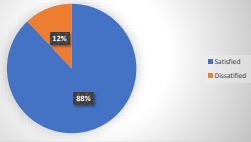
Q1

Customer Feedback Stats 2023 Q1 (01/03/2023-31/05/2023)		
	Total Repairs	
	Complaints	Wates Complaints
Outcomes		
Not Upheld	10	6
Partial	13	2
Upheld	37	25
Themes		
Contractor Operatives	3	3
Communication	1	1
Damp/mould	5	1
Did not do what we said	1	1
Inadequate response	7	3
Other	3	0
Policy/Process	1	0
Quality of Work	7	5
Standard of service	27	19
Timeliness	5	5
Total	60	38
Percentage of complaints which relate to Wates		
		63%

Voicescape Stats 2023 Q1 (01/03/2023-31/05/2023)	
Total surveys offered	1520
Responses	
Didn't respond	322
Answered Machine	51
Call Rejected	11
Follow Up Delivered	500
Not Connected	110
Satisfied	455
Disatisfied	61
Themes (Disatisfaction)	
Access	2
NA	18
Not Completed	16
Other	23
Poor Quality	10
Percentage of dissatisfaction	4%
Voicescape Response Rates	
Overall Response Rate	34%
Satisfied	88%
Disatisfied	12%



Voicescape Response



Voicescape Dissatisfaction Themes

