

Your feedback is really important to us, it helps shape and improve our services we provide. We capture your feedback through our complaints process, transactional surveys, our annual performance survey, social media and through the voices of our Customer Panel.

We will provide you with quarterly updates to show progress and actions we are taking based on the feedback you provide.

If you have any comments, compliments or suggestions of how we can improve our services you can let us know by emailing cvha@cvha.org.uk, sending a direct message on **Facebook** or giving us a call on **01698 268 855** and speaking to a member of our Contact Centre Team.

COMMUNICATION

You informed us that you were upset with the service provided by our out-of-hours team. You mentioned that the advisor from our contractors repeatedly told you that you would be charged for the leak, which understandably caused you concern.

We apologised for this and clarified that any discussions about potential repair charges—if the issue is found to be the customer's responsibility—would come directly from us, not the out-of-hours service.

We also advised you that we have spoken with the out-of-hours management team and reminded them that it is not their role to discuss potential charges with customers.

EMERGENCY REPAIR

You informed us that you had reported an emergency repair, but the electrician never attended. Upon investigation, we discovered there was a fault in our system, and as a result, the job was never received by our contractors.

We apologised for this error and arranged a rescheduled appointment. To prevent this from happening again, we have now implemented additional checks: all emergencies are followed up with a phone call to the contractor with the address provided, and we also monitor outgoing emails to ensure emergency jobs are correctly flagged as they leave our CRM system.

You Said We Did



DAMAGE TO FLOORING

You raised a complaint about a water leak you reported to us, which our Contact Centre advisor did not recognise as an emergency. Unfortunately, this delay led to damage to your flooring before the issue was resolved.

We sincerely apologised for this oversight. As a gesture of goodwill, we have arranged to replace the damaged lino flooring. Additionally, we have scheduled refresher training on emergency repairs for our team to help prevent similar situations in the future.

MISUNDERSTANDING

You complained to us as you were advised that you would be receiving a new kitchen, this was a mistake on our part and the works were scheduled for a different address. At the time you advised your washing machine was also broken and you were understandably upset and disappointed by the news.

We apologised for this mistake, as a good will gesture we provided a voucher to help replace the washing machine.