

thirteen

What do our customers dislike?



**NEARLY 1 IN 5
CUSTOMERS HAVE HAD A PROBLEM**

! 'Outstanding repairs' make up the majority of problems along with other repair issues

! Over half of those that reported the problem were dissatisfied with the way it was handled

**& A QUARTER OF ALL CUSTOMERS
ARE DISSATISFIED WITH:**



Speed of repairs

Priorities for Improvement



Speed of repairs



Problem solving



Availability/ease of contacting staff



So, what are we doing?



We have built this into improvement plans



We are setting clear targets



We are going to monitor progress through regular satisfaction testing