

Details of returned customer satisfaction surveys as 31/03/2020

Maintenance Customer Satisfaction survey details						
Figures for completed repairs between 01/04/2019 - 31/03/2020						
	Mailed	Phoned	Results			
Surveys Sent:	481	25	Very Satisfied	117		
Surveys Response	104	25	Fairly Satisfied	8	125.00	96.90%
Total No. survey responded		129	Neither Satisfied/Dissatisfied	4	4.00	3.10%
% of Surveys Returned		25.49%	Fairly Dissatisfied	0		
Please note the phone surveys are carried out if there is no response from a mailed survey			VeryDissatisfied	0	0.00	0.00%
			Did Not complete	0	0	0.00%