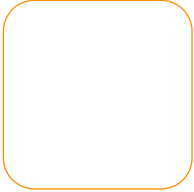


Compliments and customer care excellence award

Getting better at
being good and why
your views are
important to us





Committed to great service

We are committed to providing our residents with good quality services. But sometimes things can go wrong and you may not be satisfied. When this happens, we want to hear about it so that we have the opportunity to put things right. Your views help us to improve our services and make sure we treat everybody fairly. If you have any comments on the services we provide, please let us know. Your suggestions can help us to improve our services - sometimes the simplest of ideas can make the biggest difference.

We would also like to know when we have done something well or if you have a suggestion about something we could do better. If a member of staff has impressed you with the way they carry out their job you can nominate them for a customer care excellence award. These awards recognise and reward staff who provide an excellent service to our customers.

What to do next?

Please fill out this form and return it to us in an envelope marked FREEPOST, EASTENDHOMES. Ask a member of staff if you need help filling in the form. If you prefer, you may post it in the suggestion box in the reception area of your Local Housing Centre.



Your Details

Full Name

Address

Postcode

Phone
Number

Comments and Compliments

If you wish to make a comment or compliment please give details below:

Customer care excellence award

If you wish to nominate a staff member for a customer care excellence award, please give details below:

Name and location (if known) of the member of staff you are nominating

The reason why you are nominating them

Your signature:

Date:

Diversity Questions

We want to ensure that we do not discriminate against anyone with regard to their religion, faith, sex or sexuality. You do not have to answer these questions but it would help us to provide a better service if you were able to answer the following questions:

What is your religious belief?

- Buddhist Christian Hindu Jewish
 Muslim Sikh No religion
 Other (Please tell us)

How would you define your gender?

- Male Female Transgender Male Transgender Female

How would you define your sexual orientation?

- Bisexual Gay Heterosexual Lesbian

Ethnic Origin - How would you describe yourself?

- White British White Irish
 Other white background - please say
- Indian Pakistan Bangladeshi Cantonese
 Other Asian background - please say
- Caribbean White and Black Caribbean
 African White and Black African
 Other black background - please say

Do you have a disability? Yes No

Age - Are you...? Under 25 25-45 46-64 65+

My preferred way of contacting EastendHomes would be by:

- Visiting a local office Telephoning a local office
 Telephoning a call centre Enquiries via the EastendHomes website
 Text messaging Writing in by email, fax or letter
 Direct on line access to my rent, service charge account and repairs history

Format options - meeting your needs

If you ask, we can provide copies of this document in a range of formats, including:

- Other community languages (including Bengali and Somali)
- in Braille • in large print • on audio tape

To ask for a different format, please contact your Local Housing Centre.

