

## **A new way of getting your feedback**

Fortis Living relies on feedback from our customers to help ensure that we are delivering the services you want in a way which meets your needs.

Starting in April 2019, we will be working with an independent company called Voicescape to trial a new way of getting your feedback using a method called “real time survey”. The survey will specifically focus on your experience of parts of our repairs service.

This trial will be running alongside the current surveys that are in place now.

What is a real time survey?

A real time survey aims to gather feedback as close as possible to service you have received. For you, this will mean that we will get your feedback as close as we can following a non-emergency repair job carried out at your home. We will aim to contact you for a survey within two working days of your job being noted as complete on our system. This will allow you to give us feedback whilst the experience of the service you received is still fresh in your mind.

How will the surveys be carried out?

Voicescape will contact customers who have had a non-emergency repair completed by us. They will attempt to contact you two times by phone and it will be a local number, 01684 462036. Once you answer the phone, you will hear an automated voice that will ask you whether you were satisfied with the service that you received, and you will be able to provide your answer as part of the call. If they are not successful making contact with you, and your service provider permits, a voicemail will be left. If we cannot leave a voicemail message and you have a mobile phone, we will send you a text message to gather your feedback.

Who is carrying out the survey?

As mentioned above, the survey will be carried out by a third party company called Voicescape. Voicescape will mention Fortis Living when they ring so you will be assured the contact is associated with us.

Will my answers be anonymous?

Only a small group of Fortis Staff members will have access to be able to link answers to individuals in order to carry out a more detailed analysis of the results. However, an individual would never be identified if results are shared publicly.

All information will be kept safe and secure, and handled in accordance with the Data Protection Act. Voicescape will not keep or use the data.

What happens with the survey results?

Once the survey is complete, where we receive negative feedback, a member of the team at Fortis Living will contact you within five working days to follow up on your responses with a view to answering your concerns regarding that specific repair.

As a whole we will look at the results in detail to identify the areas where we are performing well and those which have room for improvement. Our senior

management team and staff will discuss the results and decide upon any action we may need to take as a result. We will feedback details of the results and any resulting action through the website.

If you have any questions regarding the article, or if you want to opt out of this survey, please email [realtimesurveys@waterloo.org.uk](mailto:realtimesurveys@waterloo.org.uk).