

In order for us to check that our service is fair and accessible to our Customers, please select which option best describes your ethnicity

Ethnic origin of household as defined by applicant
 one only

White

- British 1 Irish 2 Other 3

Mixed

- White & Black Caribbean 4
 White & Black African 5
 White & Asian 6 Other 7

Asian or Asian British

- Indian 8 Pakistani 9
 Bangladeshi 10 Other 11

Black or Black British

- Caribbean 12 African 13 Other 14

Chinese or other ethnic group

- Chinese 15 Other 16

Refused

- 17

Do you consider yourself to have a disability?
Yes/No

Thank you for taking the time to complete this form.

Performance and Regulation Team
Whitefriars Housing Group
9 Little Park Street
Coventry CV1 2UR

For further information please contact

024 7676 7122

and ask for
the Performance and Regulation Team

Need help in your own language?

French
Pour vous assister en votre propre langue

Portuguese
Assistencia na sura propria lingua

Somali
Luqadaadoo lugugu caawinaayo

Farsi
برای کمک به زبانتان

Arabic
لمساعدتكم في لغتكم

Kurdish
بۆیارمه تێدان به زمانێ خۆت

 **024 7676 7000**

Whitefriars Housing Group Ltd
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Email info@whitefriarshousing.co.uk
a charitable, industrial & provident society

Information correct at time of production.

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**Comments,
Compliments
and Suggestions**



Comments, Compliments & Suggestions

Whitefriars Housing Group is constantly looking for ways to improve our service. The views of Residents and Customers are a very important part of this process. If you have any constructive comments or suggestions which you believe would improve our service or benefit your neighbourhood, please take the time to complete this form.

If you feel you have received good service from a member of staff, please write the details on this form and we will make sure that person is told and their efforts are acknowledged.

The Customer Feedback team are responsible for the collation and co-ordination of Customer Feedback through the use of surveys, suggestions, comments and compliments.

This information is disseminated through the organisation and appropriate actions are undertaken by Lead Officers to ensure continuous improvement of our Service Delivery

All comments will be considered. There may be times when we are unable to use some suggestions that we receive, but we will keep them for future reference.

If your suggestion is adopted, we will notify you how your ideas will be used.

Name:

Address:

Date:




Telephone Number:

Email Address:

Please tick relevant box: Comment  Compliment  Suggestion 

What was your visit about today?

Was your query resolved to your satisfaction?

Please tick relevant box:	Excellent 	Average 	Poor 
Quality of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability of staff to deal with your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appearance of office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments:

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