

TRI▲NGLE

Customer
Comment
Card

building homes
providing support
creating possibilities

Triangle Housing Association Ltd.
60 Eastermeade Gardens, Ballymoney,
Co Antrim, BT53 6BD

TEL 028 2766 6880
FAX 028 2766 2994
EML info@trianglehousing.org.uk

www.trianglehousing.org.uk

Affix
stamp
here

Corporate Services Department
Triangle Housing Association
60 Eastermeade Gardens
Ballymoney
BT53 6BD

Communication Standards

Triangle aims to provide you with the best customer service possible. We value what our customers have to say and encourage any suggestions or comments from you regarding how we can improve the communication services we provide.

If you would like to make a complaint it will be processed in accordance with our Complaints Procedures, for full information about complaints please contact our Complaints Officer on 028 2766 6880.

When you have completed this form please post in our comment box at reception or post to the address on the back of this leaflet.

Thank you

For more information about Triangle and the services we provide please log onto our website

www.trianglehousing.org.uk

Customer Satisfaction Scores

Please circle the appropriate number:
5 = Very good to 1 = very poor

Central Office Ballymoney

Office opening hours	5	4	3	2	1
Polite & helpful staff	5	4	3	2	1
Signage - Clear & informative	5	4	3	2	1
Use of Visitors book	5	4	3	2	1

Reception

Friendliness & manner of staff	5	4	3	2	1
Waiting time for appointment	5	4	3	2	1
Privacy respected	5	4	3	2	1

Communication

Telephone calls are answered within 5 rings
5 4 3 2 1

Letters are responded to within 15 working days
5 4 3 2 1

Emails are responded to within 24 hours
5 4 3 2 1

Staff are helpful, efficient & fair 5 4 3 2 1

Staff provide clear, accurate and complete information that you can understand
5 4 3 2 1

Staff rectify inaccurate information where appropriate
5 4 3 2 1

Information requested received on time
5 4 3 2 1

Staff offer Translation Services
5 4 3 2 1

You are made aware of out of hours contact information
5 4 3 2 1

Our facilities meet your expectations & requirements
5 4 3 2 1

Our facilities provide provision for people with disabilities, including wheelchair users
5 4 3 2 1

Do you have any further comments or suggestions you would like to make about our Communication Services?

Name and Address details are optional, but if you would like to be contacted regarding your specific comments please print your details below.

Title: Mr / Mrs / Miss _____

Name: _____

Address: _____

Postcode: _____

Contact Number: _____

Signature: _____

Date: _____