

# Getting your voice heard

**Customer satisfaction returns – what are they for? Coastline needs to know if you are satisfied with the jobs they do and where improvements can be made.**

There are two main ways of doing this – you can fill in a satisfaction return after the workman has gone, or you can answer questions on their PDA (Personal Digital Assistant) or handheld computer while he or she is still there.

The PDA transmits the answers directly into a computer, so cutting out the need for someone to input this information into Coastline's computers by hand and therefore improving efficiency.

However, using a PDA is not private enough for some people, and completing a paper form means you can do it in your own time.

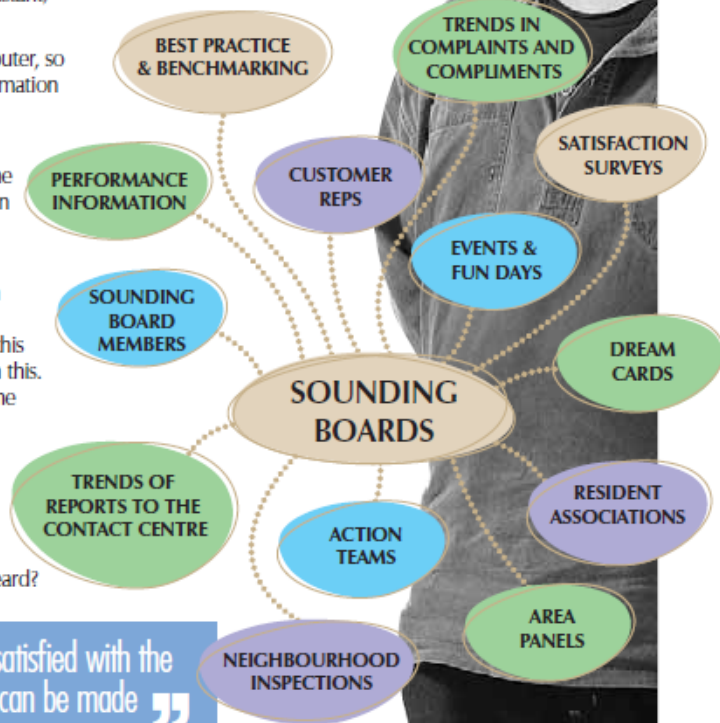
That's understandable, but it is more expensive for Coastline, and these days they have to save as much money as they can. The Scrutiny Panel, with the support of the Home Sounding Board, is looking at this issue very carefully, and hopes to help Coastline with this. We have been asking for your help (for instance at the Away Day), so it may be that you have already encountered this question.

## Make your views count

When you fill in a customer satisfaction return or use a PDA, you are telling Coastline how you think they are doing. How else can you get your voice heard?

There are a lot of involved customers, every one prepared to help where they can.

If all this is still a bit of a mystery, ask one of them.



“ Coastline needs to know if you are satisfied with the jobs they do and where improvements can be made ”

The Scrutiny Panel is concerned that everybody is familiar with the ways they can feed back their views. Most people are aware of the Contact Centre, but did you know about all the other ways that your voice can reach the ears of Coastline? This diagram emphasises the way in which customer involvement helps.

And, as I usually end, why not get involved yourself? Join the drive to improve peoples' homes and environment.

*Chris Towner - Chairman*