

ReAction Report For Communication Mystery Shop July 2008

A mystery shop was conducted to evaluate communication with our customers by testing the quality and efficiency of the Gloucester City Homes' website, our response to the request for information and general customer service. Please refer to the Mystery Shop Evaluation for the full analysis. Our response to the areas for improvement that were identified is as follows.

Area for improvement	Our response
<ul style="list-style-type: none">• Report of complaints on-line: one shopper was not contacted by any member of staff following the report of a complaint on-line. The other did receive a letter acknowledging the receipt of the complaint but had no phone call as requested.• On one occasion the member of staff did not give their name or job title when they called the shopper following the report of a complaint on-line.	Gloucester City Homes is committed to excellence in customer service and as a result of these findings will ensure that this is addressed with the team as a priority.
<ul style="list-style-type: none">• Request for personal information: the shopper was initially told to put the request in writing, which was done, but the information was not sent out.	Gloucester City Homes is committed to excellence in customer service and as a result of these findings will ensure that this is addressed with the team as a priority.

REACTION



If you have any further questions or comments please do not hesitate to contact us:

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