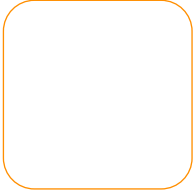


# Compliments and customer care excellence award

Getting better at  
being good and why  
your views are  
important to us





## Committed to great service

We are committed to providing our residents with good quality services. But sometimes things can go wrong and you may not be satisfied. When this happens, we want to hear about it so that we have the opportunity to put things right. Your views help us to improve our services and make sure we treat everybody fairly. If you have any comments on the services we provide, please let us know. Your suggestions can help us to improve our services - sometimes the simplest of ideas can make the biggest difference.

We would also like to know when we have done something well or if you have a suggestion about something we could do better. If a member of staff has impressed you with the way they carry out their job you can nominate them for a customer care excellence award. These awards recognise and reward staff who provide an excellent service to our customers.

## What to do next?

Please fill out this form and return it to us in an envelope marked FREEPOST, EASTENDHOMES. Ask a member of staff if you need help filling in the form. If you prefer, you may post it in the suggestion box in the reception area of your Local Housing Centre.



## Your Details

Full Name

Address

Postcode

Phone  
Number

## Comments and Compliments

If you wish to make a comment or compliment please give details below:

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## Customer care excellence award

If you wish to nominate a staff member for a customer care excellence award, please give details below:

**Name and location (if known) of the member of staff you are nominating**

**The reason why you are nominating them**

Your signature:

Date:

## Diversity Questions

We want to ensure that we do not discriminate against anyone with regard to their religion, faith, sex or sexuality. You do not have to answer these questions but it would help us to provide a better service if you were able to answer the following questions:

### What is your religious belief?

- Buddhist       Christian       Hindu       Jewish  
 Muslim       Sikh       No religion  
 Other (Please tell us)

### How would you define your gender?

- Male       Female       Transgender Male       Transgender Female

### How would you define your sexual orientation?

- Bisexual       Gay       Heterosexual       Lesbian

### Ethnic Origin - How would you describe yourself?

- White British       White Irish  
 Other white background - please say
- Indian       Pakistan       Bangladeshi       Cantonese  
 Other Asian background - please say
- Caribbean       White and Black Caribbean  
 African       White and Black African  
 Other black background - please say

### Do you have a disability?      Yes      No

### Age - Are you...?      Under 25      25-45      46-64      65+

### My preferred way of contacting EastendHomes would be by:

- Visiting a local office       Telephoning a local office  
 Telephoning a call centre       Enquiries via the EastendHomes website  
 Text messaging       Writing in by email, fax or letter  
 Direct on line access to my rent, service charge account and repairs history

## Format options - meeting your needs

If you ask, we can provide copies of this document in a range of formats, including:

- **Other community languages (including Bengali and Somali)**
- **in Braille**    • **in large print**    • **on audio tape**

To ask for a different format, please contact your Local Housing Centre.

