

# Appendix 2: Quarter 3 (23/24) ASB Survey

Feedback: Compliments, Comments and Concerns

ASB satisfaction figures remain high, however there are always things we can do to improve.

The comments below were made when ASB Surveys were completed between October to December 2023. At the side of each comment is an explanation of the action taken as a result. It is important to note that not all comments will require action. Some comments help to reinforce the positive work being carried out by the ASB Officers.



**Positive**



**Constructive**



**Negative**

Comment	Learning Point?	Action
 It would help if someone raised a concern that previous issues are looked at so that people know the background of the case.		
 Quite happy that I was kept informed and was checked on throughout - thought that was good.		
 Treated with respect by a very nice lady, dealt with quickly, liaised with The Police.		
 Emma has been brilliant, can't thank her enough for all her work and support. If it wasn't for her I would still be struggling.		

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Can't fault Renee and anything she did - the communication, compassion and understanding was faultless.



Everything was perfect (Jane).



Dealt with the case very well (Jenni)



Been perfect 100% (Jenni)







Communication was good and Jenni was very nice.



Jane was lovely, gave a lot of info of how to download the app.

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	Satisfied with everything done by DH. Couldn't expect anything less. Jenni has been a gem and deserves a medal.	
	Level of communication was great. Thinks others will complain about the lack of communication but understands that people are working behind the scenes and can't always disclose a lot. (Richard)	
	Handled really well, felt supported. Great communication. (Ant)	
	I know some people will only notice the negatives and not appreciate the work that goes on behind the scenes, you've supported our family so much, so I would genuinely like to say thank you so much for all of your hard work!!	
	Sarah was excellent, explained everything thoroughly. Very polite and professional. I am 100% satisfied with how I was treated and the outcome. (Sarah M)	
	Everyone has been amazing. Did a wonderful job. Couldn't have asked for more. Kindness goes a long way and the kindness and compassion shown to me and my family has really helped us a lot.	

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	Well-mannered and addressed all concerns and followed everything up.	
	Handled very well, appreciate the time and effort put into the case.	
	I can say that after your visit, the noise levels have majorly changed. Things are much better. I appreciate all your efforts.	
	Wanted more communication.	Officers are spoken to when comments like this are raised in a survey so we can understand the circumstances then fed back to the customer.
	Thinks perp is playing the system - goes quiet whilst there is a case then makes noise once it closed.	Officers are spoken to when comments like this are raised in a survey so we can understand the circumstances then fed back to the customer. This however is something that sometimes does happen however we address this as best we can when it does.