

Every month, each manager has the opportunity to submit a compliment received for someone in their team. Here is the selection for this month - keep up the amazing work!

"Personally cannot think of anything to improve customer service."

"I think it is fine. Only waited about 5 mins to get to speak with a very professional and positive gentleman."

"The telephone service as it was this morning worked perfectly well for me. The staff were very polite, friendly and helpful. Apart from giving me the information I needed, I was worried about something and they reassured me. I find it more helpful to speak to a person rather than look at apps."

"So far I could not ask for it to be any more informative and helpful."

"The phone call did the trick, can't beat 1 to 1 talking to someone."

"The advisor was amazing in her customer service and knowledge on the matter! Having called three times over the last three weeks, I was finally able to get this matter resolved and couldn't be more grateful to her! You've made my week and I truly appreciate your help on this matter! Massive thanks"

"Exceptional customer service from the advisor. He was really polite and caring. I'm impressed with service and satisfied."

"Professional and courteous assistance from the person on the phone - thank you."

"The adviser was very helpful, excellent and helped me with my problem."

"Nothing needed improving for me - what a wonderful, polite, helpful man I spoke to. Wish there was more like him when phoning other companies up. He made my day."

"Very impressed with how quickly my call was answered. Very polite and helpful and I cannot see how you could improve anything."

"I'm pleased with whom I spoke with today. Thanks a lot."

"I think this particular section of LCC is excellent. Advisor was personable, knowledgeable and friendly. He made a worrying enquiry easy to navigate and reassured me there was a solution to be found. His information was clear and succinct. Excellent service."

"The advisor who dealt with my problem was amazing. I called at 11:45 and told them my problem, she contacted the appropriate department for me and spoke to them on my behalf. At 12:08, she called me back to let me know it had already been sorted. I hope you know what an asset she is to LCC. Absolutely brilliant young lady she is."

"The service was excellent. Very nice, friendly and helpful!"

"The advisor was absolutely brilliant. Can't thank him enough. He was helpful, prompt, and resolved my query ASAP. Overall a credit to Leeds Council, give this man a promotion!"

"The lady who dealt with my call was fantastic. She was extremely helpful taking the time to find the right service to help my child. She was very kind, caring and extremely understanding to the needs. She made the referrals needed immediately. From today's experience I can't see the service needing any improvement it does a fantastic job. Well done to your staff especially the advisor I spoke to."

"Many thanks for your help - I was a bit sceptical of messenger but you have shown it works just great."

"I couldn't do the repairs online as there wasn't any instructions after putting my rent number in. The lady I spoke to was very nice and polite and had my repairs booked very efficiently. I couldn't have asked for it done better - was very impressed."

"It was very good, the lady was superb! Brilliant."



A huge well done to everyone who has had some great feedback this month!

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