

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!

"I'm very satisfied with the whole process. The lady was kind, caring, and explained everything to me - so for my experience, nothing needs changing."

"None, perfect. Was lovely how caring the lady was."

"Excellent! I'm glad of how simple it's been. Very stress free, thank you."

"There is nothing else you can do, you're doing everything right."

"Great service and a positive experience with the advisor."

"Very helpful and thanks to the lady I spoke to who was very knowledgeable and patient with my questions. I have had a pleasant experience today. Thank you."

"If all personnel is as helpful and pleasant as the advisor I spoke to - no improvement is necessary."

"There's no need for improvements, thank you."

"Not sure you need to, I spoke with a lady and she was very helpful."

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



"Not a lot of people are website literate. Regarding the council website, it can be confusing if you don't know how to click on the right option (like myself). Luckily I didn't have to experience that today, so keep up the satisfying job you do via the phone calls. It's much easier talking to someone than having confusing websites. From one happy customer - thank you."

"You can't improve excellence, the lady I spoke to was well mannered, polite, and very helpful. The gentleman who came to fix the issue came within the 3 hours time slot on this emergency repair, it's nice to know that our health and safety is important to Leeds city council. Thank you."

"First time I used the service - the advisor was excellent and I was promised a call back ASAP. 2nd advisor called back in less than 24hrs, she was so helpful and considerate to my elderly father's needs. As it's my first experience, I can't really offer suggestions of improvement, but my experience so far has been excellent."

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

"Great experience, advisor was so lovely and understanding. I felt stupid asking for help with a commode for my bedroom as my toilet is downstairs. I'm only 38 but suffer with a lot of pain, so I felt stupid asking for help, but the lady more than helped me. Thank you."

"The person I spoke to was unsure of the help I needed but found out for me which I thought was very professional and I was happy with the service I received".

"I was very pleased with the phone call and the advisor I spoke to. She was very helpful and very professional."

"The service provided during my call was thorough, professional and the advisor was engaging. I therefore have no comments to improve the service."

"The advisor I spoke to was extremely helpful and professional."

"Difficult to improve, the advisor was so kind in attitude and compassion. The help and advice given during our time of bereavement was unlimited and very important to us. Please pass on our grateful gratitude, thank you."

"The lady was very helpful and explained everything clearly. I'm very happy how she dealt with my query."

"No improvement needed. The advisor who I spoke with was very efficient in her work and very nice to talk to, and solved everything I needed to know in a polite and professional manner. Thank you."

"If I'm been honest, you couldn't do anything more than what you already are. We had a council tax query but that was sorted out promptly and the question today was resolved perfectly. Thank you."

"Thank you so much for solving my problem love. Thanks a lot. I was so happy to talk to you, you were so nice and friendly as well."

"It was very good, the lady was superb - actually both ladies I spoke to. Brilliant."

"The advice and service I received was excellent. The adviser was helpful and courteous, and answered my query timeously."

"Excellent in every way."

"The lady I spoke with today couldn't do anymore. The level of service was fantastic, she was very helpful and a pleasure to have spoken to. Thank you for your time and help today."



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