

# A GUIDE

## to Comments and Compliments



This Document has been Read and Approved by  
**Residents**

We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders, shared owners and those people living in supported or sheltered accommodation.

# Comments and Compliments

Cosmopolitan Housing Association aims to provide an excellent service to you. In order to achieve this we would like to know what people think about our services. We welcome residents feedback and would appreciate any comments or compliments you wish to make about our service or a member of staff. After all, we can only improve our service to you if we know what does work well and what doesn't work well. An important part of comments and compliments is monitoring the information we receive. We use this information to identify service improvements and to ensure any improvements are implemented.

## Compliments

When we have done something good, please tell us. We want to know if you have any compliments about the Association, as this will help us to continually improve the services we provide. Compliments are important to us as they show where we are getting things right and recognise the hard work of people working to provide excellent services for you at Cosmopolitan Housing Association.

## What happens with a Compliment?

Any compliments we receive are shared with the officers or teams that have received the compliment and recognition is given by the managers and directors responsible for their service.

## Comments

Comments provide us with valuable input from our customers. They can give us new ideas to improve services and show where we are getting things right so that we can share good practice with others.

## What happens with any Comments you receive?

Any comments we receive are given to the Manager or Director responsible for the service and we will let you know if any changes have been made as a result of your comment.

## How do I give a Comment or a Compliment?

- In writing to: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool L3 2BY
- By completing the enclosed form
- By telephone: 0151 227 3716
- By e-mail: [getinvolved@cosmopolitanhousing.co.uk](mailto:getinvolved@cosmopolitanhousing.co.uk)





If you wish to have this document translated into your chosen language, please tick the relevant box below and return to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

This document is available in large print, Braille and audio tape on request.

إذا لديك الرغبة في الحصول على هذه الوثيقة مترجمة إلى اللغة التي تختارها، أرجو ان تضع علامة على الصندوق وترجعه إلى هيئة إسكان كوسمبوليتان.

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Arabic)

如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Simplified)

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(Chinese – Traditional)

ئەگەر حەز دەکەیت ئەم دۆکیومێنتەت بۆ سەر زمانی خۆت بۆ وەرگیردێت ئەوا تکایە نیشانەت ✓ لە چوارگۆشە بەدەر بێگەرتنەوە بۆ (کۆمەڵەی کوسمۆپۆلیتان بۆ خانووبەره) بۆ ئەم ناوینشانە:

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Kurdish)

Jeśli chciałby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Polish)

Haddii aad jeclaan laheyd in documentigan luqad aad dooratay lagu soo turjumo, fadlan sax sanduuqa oo u soo celi hey'adda guriyeynta ah ee Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Somali)

Bu belgenin seçtiğiniz dile tercüme edilmesini arzu ediyorsanız, lütfen kutuyu işaretleyin ve Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY adresine geri gönderin.

(Turkish)

Please be aware that Cosmopolitan Housing Association may record any incoming or outgoing telephone calls as part of our commitment to providing excellent customer service.



Cosmopolitan House, 2 Marybone, Liverpool L3 2BY,  
Telephone: 0151 227 3716 Fax: 0151 227 4991  
www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.

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