

# A GUIDE

## to Comments and Compliments



This Document has been Read and Approved by the

**Tenants  
Editorial  
Panel**

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

# 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

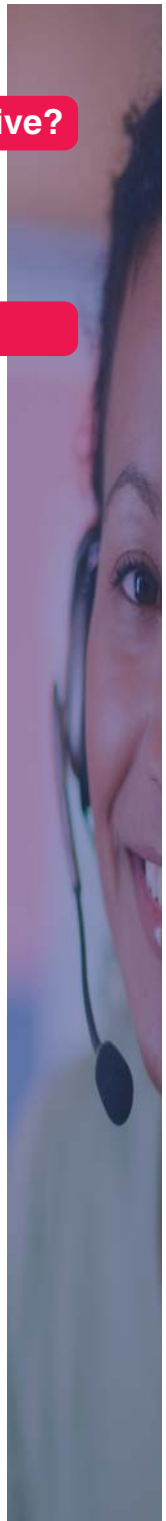
Comments provide us with valuable input from our customers. They can give us new ideas to improve services and show where we are getting things right so that we can share good practice with others.

## 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)





**This document is available translated into your own language and in large print, braille and audio tape on request.**

यह दस्तावेज़ आपकी भाषा में अनुदित रूप में भी उपलब्ध है। विवरण के लिए कृपया इस कार्यालय से उपलब्ध "हमारी सेवा पुरितकाओं की गाइड" प्रकाशन देखें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਉਪਲਬਧ ਹੈ। ਵੇਰਵਿਆਂ ਲਈ ਦੇਖ ਪ੍ਰਕਾਸ਼ਨ "ਸਾਡੇ ਸੇਵਾ ਲੀਫ਼ਲੈਟਾਂ ਸੰਬੰਧੀ ਗਾਈਡ", ਜੋ ਇਸ ਦਫ਼ਤਰ ਤੋਂ ਮਿਲ ਸਕਦੀ ਹੈ।

یہ دستاویز آپ کی زبان میں ترجمہ شدہ شکل میں بھی دستیاب ہے۔ کتابچہ بعنوان "رہنما پرچے برائے ہماری خدمات" (گائیڈ تو اور سروس لیفلٹس) دیکھیں

هذا المستند متوفر أيضا رجمًا إلى لغتكم ،  
للمزيد من التفصيل برجاء إطلاع على نشرة " دليل خدماتنا "  
المتوفر من هذا المكتب

এই ডকুমেন্টটি /সেবাটি আপনার নিজের ভাষায় অনুদিত পাওয়া যাবে, 'গাইড টু আওয়ার সার্ভিস লিফলেটস'  
(আমাদের পরিষেবা পরিচকার নির্দেশিকা) প্রকাশনা দেখুন, বিশদ বিবরণের জন্য, যা এই অফিসে পাওয়া যাচ্ছে।

這份資料冊已有中文譯本，請參閱《我們的服務 介紹資料冊指引》，  
請向我們 辦公室詢問這份 摺 之詳情。

Waxaad kaalood heli kataa dukumeentigani oo ku qoran luqaddaada, fadlan waxaad eegtaa "Kaalayaha xaashida adeegyadena" oo laga heli karo xafiiskani.

Ky dokument është poashtu i përkthyer në gjuhën tuaj, ju lutemi shikoni botimin "Udhëzime për shërbimet tona në fletpalosjet", që mund t'i gjeni në këtë zyrë, për të dhëna.



Cosmopolitan House, 2 Marybone, Liverpool L3 2BY,  
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www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.