

2023



Customer Satisfaction 2023 Report

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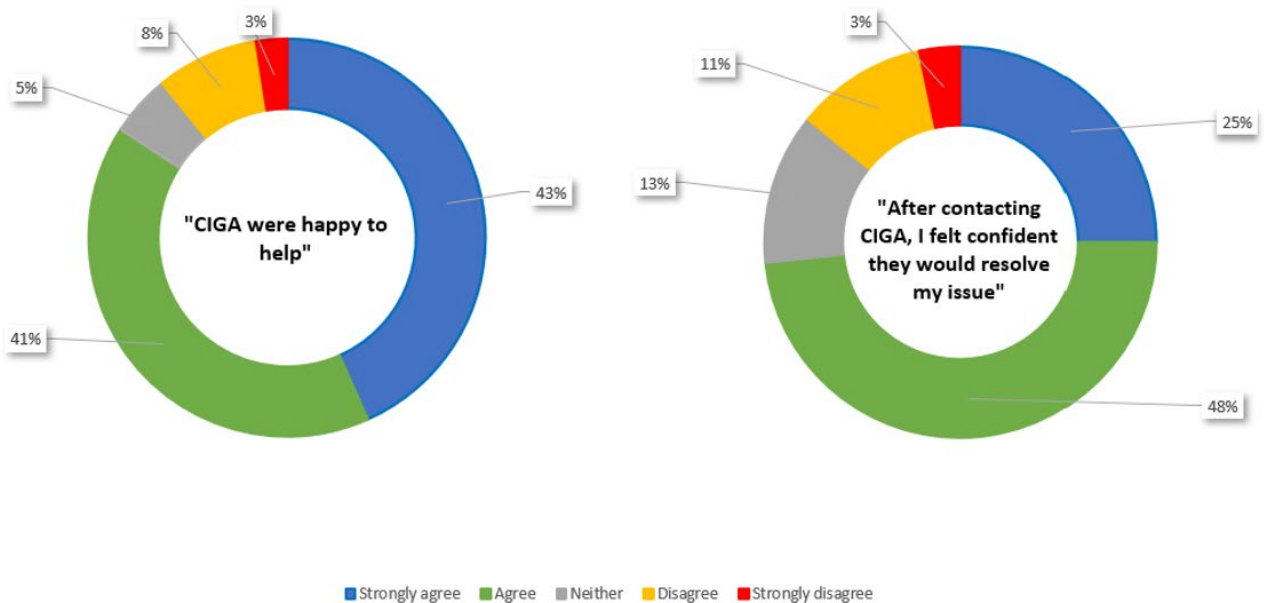
Customer Satisfaction

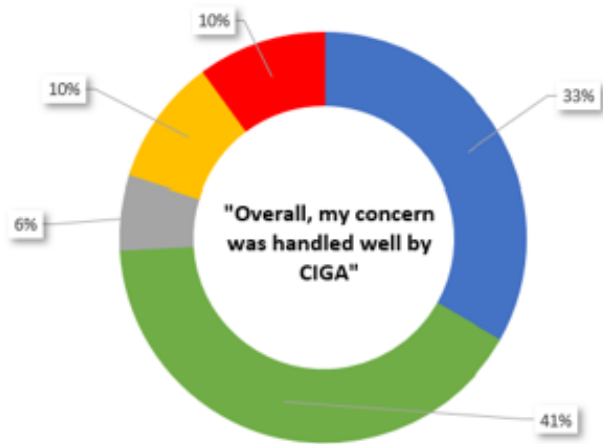
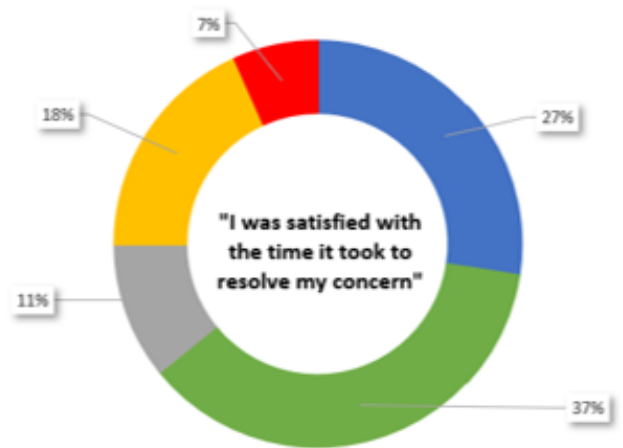
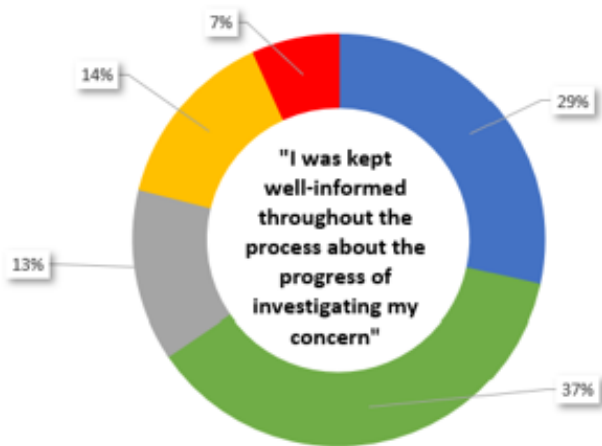
CIGA continues to commission an annual independent telephone satisfaction survey of consumers who made a claim to assess the company's customer service level, measure the effectiveness of the changes introduced and highlight areas where further improvements are required.

This year our sample size consisted of 120 consumers who made a claim in the year up to May 2023.

In summary the findings were:

- 84% agreed that CIGA were happy to help, with 11% disagreeing that this was the case.
- 73% agreed that after contacting CIGA they were confident they would resolve their issue, whilst 21% disagreed.
- 64% agreed they were kept well informed throughout the process about the progress of investigating their concern; 25% disagreed.
- 64% agreed they were satisfied with the time it took to resolve their concern, 25% disagreed.
- 74% agreed that overall, their concern was handled well by CIGA, 20% disagreed.





■ Strongly agree
 ■ Agree
 ■ Neither
 ■ Disagree
 ■ Strongly disagree

HERE'S WHAT CUSTOMERS SAID CIGA WAS DOING WELL:

"I would like to say that the process, the system was really, really good. After contacting them I didn't expect any communication back really and they were absolutely brilliant."

"The contractors who did the remedial work were spot on and responded quickly to get the work done."

"Very pleased with the outcome – honest and fair. We had our cavity wall insulation completely replaced, which had been poorly installed a number of years previously and CIGA honoured the guarantee"

"Contractors great, no problem. Problems were at the first admin stage when I felt there was hesitation in wanting to help and support me."

"CIGA were very helpful and prompt sending someone to inspect and arranging remedial work. Also followed up to check all had been done and that I could go back to them any time."

"CIGA gave me a lot of confidence when I initially spoke to them about the issue and reassured that they would help me if the contractor who had originally installed the insulation was no longer trading"

"I thought they were very good. As I say, I identified the problem because I had a disabled grand from the Council to fit a bathroom. When they cut through the wall it was quite clear there was no insulation. I then reported it and CIGA resolved it"

"I found them absolutely spot on. They listened to what I had to say, checked the record and provided a first class service."

"I was delighted. I think if anything, it should be better advertised that it is possible to go to CIGA even if the company that did the cavity wall insulation is out of business. Because I found out through my local Facebook page, and I put on my local Facebook page how good my experience has been with CIGA."

"They were very efficient which make a change these days. They were very professional, very friendly and got the job done"

"The remedial work was done well, my wall is now dry."

"It all seems to be all OK now. We purchased this house and obviously the warranty was still there for us, so we thought we'd report this as we had damp. We then found out we did have voids in the cavity walls. That is why we contacted CIGA. We were satisfied with how CIGA remedied the voids"

"Once we had contact with them they were polite and very professional, CIGA have since contacted us to check we are satisfied with the work done, we are just hoping we have done the right thing."

"CIGA was ultra professional."

HERE'S WHAT CUSTOMERS SAID CIGA NEEDED TO IMPROVE:

"Their communication with me was not good, I had to chase them via emails and phone to get more information from CIGA."

"Contractors great, no problem. Problems were at the first admin stage when I felt there was hesitation in wanting to help and support me."

"I did expect to have some sort of follow up, asking me whether I was satisfied or not, as I hear nothing after they had been. It would have been nice to have had some sort of courtesy call to see if I was satisfied with the completion of the removal of the cavity wall insulation"

"There was no confirmation that the insulation had been removed, there was a lack of communication, after chasing them they did return and to fill the holes they made."

" CIGA did not explain why there was a discrepancy with the first assessment that led us to believe it would have been quite a comprehensive remedial process. That person was an independent, whereas a subsequent visit from a CIGA person reckoned the first assessor was wrong and that a lesser job would only be necessary"

"No to be fair they are a good company – it was just the time between it first being reported and them sorting it out. I reported it to CIGA and a young lady called Xxxxx took the call, who was very helpful. She passed the issue to the technical department. The technical department took time as they would only communicate via email. So, I would speak to Xxx and then have to wait for the technical department to contact me via email. I reported it in March and it took a good couple of months to get it sorted."

We take feedback very seriously and will be reviewing the data in some detail so that we can look at further improvements in the way in which we deal with customer concerns and shall certainly reflect on improvements we can make in our communication at all stages of the customer journey and importantly ensure customers understand our published timelines and key performance targets so that we can better manage their expectations.