

APPENDIX C – Examples of Recent Service Compliments

- Thank you again for all your help and taking the time to cover all aspects during our call today. And thank you for chasing me for responses with the aim of resolving my issues. You are providing an impressive and thorough level of service which is enormously reassuring. I am so so grateful.
- “In that case please can I thank you once again for all your support this season. If there were an award for UK No1 Event EHO it would be you 😊.”
- The boiler has been installed today and everything seems to be working now. I would like to thank you for helping us with this matter no words can describe how thankful we are.
- We had a visit from Mick on Monday morning and he was a great help. He's experienced, proactive and very kind and understanding. We were so relieved to speak to someone who really wants to help with an infestation and who knows how to deal with it. He had a plan made before he left. I hope you will pass on our thoughts to his manager. He is real credit to his department.
- Had a wonderful experience regarding the return of my parents lost dog. The man I spoke with explained the process thoroughly and was very empathetic in regards to the situation. He gave us advice moving forward to prevent our boy going missing again which was very insightful and informative. We felt he was concerned and was very helpful in the process of us being reunited with our dog. Thanks again for all of your help, we are very grateful to have our boy home.
- Thank you so much for help, care and advice! I am so grateful for you coming out, inspecting and giving advice and suggestion. We will be purchasing hygrometer and maintaining the guidelines given by yourself and Dean. Many thanks have a good day
- Thank you again for your amazing support and dedication. I am so grateful, and my faith in public services has increased enormously! It's made me feel a lot safer.
- I just wanted to drop a line to say thank you for everything. Your mediation has put everything and everyone in action to get the works done. I'm extremely grateful and wanted to thank you.
- I would really like to thank you for your support with finally resolving the issues we had in our home. We really just can't Thank you enough as a family. You have been so kind and attentive and your strive to help people has been next to none. I can see you really put your all into what you do and you can tell you really want to help people. You have been so polite and fair to both parties which was something I really admired and think is important. I'm just truly grateful that environmental health are there to help and support people in similar and worse situations than mine.....You are very good at your job

and honestly I hope it gives you comfort to hear that what you're doing for people. Because it can really take its toll on people and become life changing. A home is important for family's to be happy, safe and feel like home and today having the boiler works completed it feels just like that again.

- Wow! Well done. Many thanks from the whole street. People keep asking me what's going on. Now I shall sing your praises!
- Not sure whether you ever hear from 'the sharp end' about the Hub - so I thought I would tell you. When I had to self-isolate because my son tested positive, I had a lovely, helpful phone call from them. Now that I have tested positive myself, I have had a follow-up email. If I were without other support, I would be left in NO doubt as to where to turn. West Berkshire is very fortunate to have this facility - and it is due in no small measure to the energy and commitment of people like you.
- Have a Wonderful Christmas. You deserve it because you work so hard for us. (Support with Confidence Member)
- Bracknell-Forest Primary School - Thank you - highly enjoyable especially for youngest children . We'd love to have a repeat visit to see if they've improved in the summer but realise that may be a bit selfish! Thank you