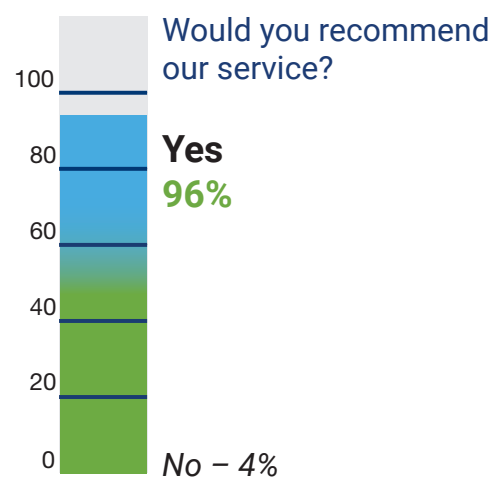
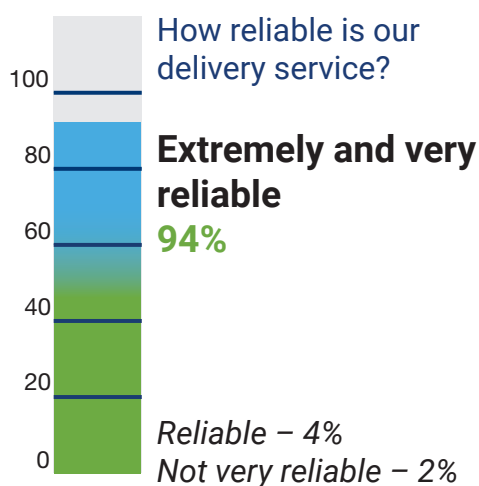
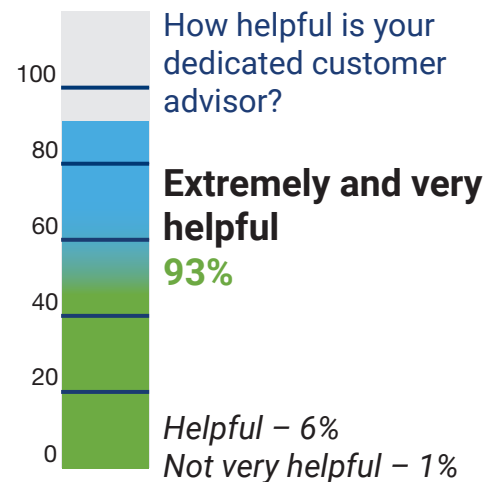
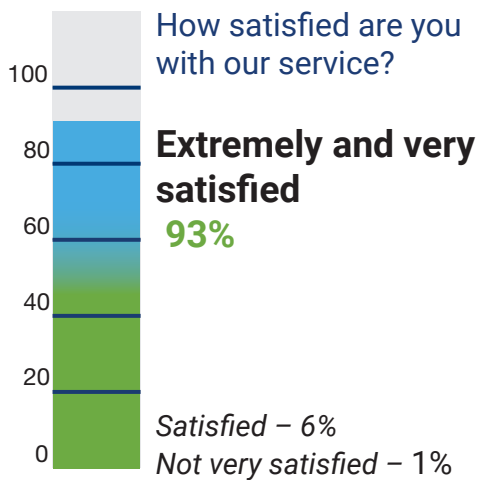
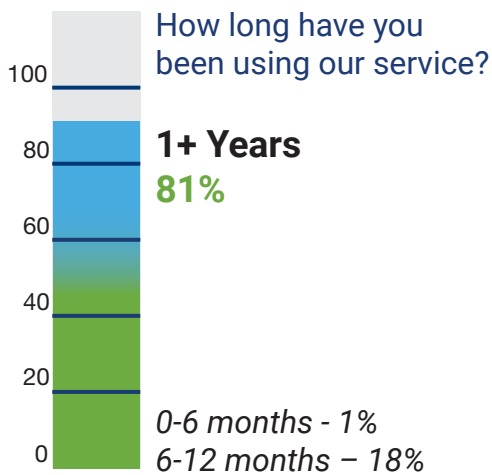




# Results of Customer Satisfaction Survey

Our annual customer satisfaction survey was carried out throughout November 2019 to 500 Bladder and Bowel Community members.

The response rate for the survey was 28% and the results are below.



## Comments from satisfied members

- Keep up the good service
- Nothing can improve you are excellent with everything, I'm very satisfied
- Very reliable & friendly staff
- The service is very good & staff are helpful
- Good service, good people what's not to like
- Very grateful for bladder and bowel community
- Fab customer service
- Easy to use, polite staff
- Delivery is punctual, staff courteous at all times
- Can't fault your service and nothing is too much trouble
- Never had any problems, very helpful and polite
- Very helpful in every way possible
- Staff very pleasant on the phone
- A good professional service, all very helpful and friendly
- Your service gives me total peace of mind
- Very friendly, polite advisors, always call when they say they will
- The service is first class
- I don't think I can say anything as I'm very happy with everything
- First rate and reliable
- All of the above 5\* service