

Customer Feedback Reports for 2021/2022



“This report shows a sustained increase in positive feedback, increasing 64 per cent over the last two years. It provides assurance that the council’s response to complaints is effective and that services are learning and continuously improving.”



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Councillor Rae Evans (Labour)

Cabinet Member for Finance, Governance and Customer Services