Good [Morning/Afternoon],

my name is [Name] and I am a Customer Experience Officer at Wandle Housing Association.

How are you today?

…..

I am calling regarding the completion of a customer satisfaction survey.

This survey will take around 5 minutes to complete.

This will be used to calculate our satisfaction scores and will be published annually with all responses kept anonymous.

Your feedback will also be fed back to our executive teams to help us continuously improve our services.

Thank you

[Name]