

Ref: **ANTI-SOCIAL BEHAVIOUR COMPLAINT COMPLETION – SIGN-OFF FORM**

As part of our continuous improvement, we would like you to complete this short questionnaire, so that we can close off your antisocial behaviour complaint. Please post this back to our Improvements Team in the freepost envelope provided.

		Very Satisfied	Fairly Satisfied	Neither Satisfied or dissatisfied	Fairly Dissatisfied	Very Dissatisfied	No opinion
1	Overall, how do you rate our handling of your complaint?						
2	How do you rate the speed of our initial response to your complaint?						
3	How do you rate the information we provided on what you could do to resolve the situation?						
4	How do you rate the information we provided on what Waverley could do to help resolve the situation?						
5	How would you rate that your situation was being taken seriously?						
6	How do you rate the feedback we provided on progress with your complaint?						

7. Were you given the name of a contact person dealing with your complaint? Yes No

8. Do you think that Waverley Housing could have done more to help? Yes No

If yes, please tell us below what more we could have done – (please continue overleaf if necessary).

Signed: _____ Address: _____

Many thanks for taking the time to complete this feedback form – your comments are valued.