

REF: \_\_\_\_\_

## CUSTOMER COMPLAINTS HANDLING SURVEY FORM

As part of our continuous improvement, we would like you to complete this short questionnaire. Please post this back in the freepost envelope provided.

		Very Satisfied	Fairly Satisfied	Neither Satisfied or dissatisfied	Fairly Dissatisfied	Very Dissatisfied	No opinion
1	How satisfied are you with our overall service in handling your complaint?						
2	How satisfied are you that your situation was being taken seriously?						
3	How satisfied are you with the speed of our initial response to your complaint?						
4	How satisfied are you with the time taken to deal with your complaint from start to finish?						
5	How satisfied are you with the feedback we provided on progress with your complaint?						
6	How satisfied are you with the performance of staff handling 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.