

ANTISOCIAL BEHAVIOUR – TENANT SATISFACTION

As part of our continuous improvement, we would appreciate it if you would complete this short questionnaire and return it to us in the pre-paid envelope provided.

| | | | |
|---------|--|------------------|--|
| Name | | Case Number | |
| Address | | Date case opened | |
| | | Date case closed | |

| Question | Very Satisfied | Fairly Satisfied | Neither Satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know / No opinion |
|---|----------------|------------------|------------------------------------|---------------------|-------------------|-------------------------|
| 1. How satisfied were you with the information and advice given to you when you contacted Waverley Housing to report the complaint? (if dissatisfied please comment) | | | | | | |
| 2. How satisfied were you with the contact/updates you received from Waverley Housing during the investigation period of your complaint? (if dissatisfied please comment) | | | | | | |
| 3. How satisfied were you with the information we provided you with as to what Waverley Housing could do to help resolve the situation? (if dissatisfied please comment) | | | | | | |
| 4. How satisfied are you with the outcome of your complaint? (if dissatisfied please comment) | | | | | | |

Other Customer Comments

Complainant Signature

Date

For Office use only

Follow up required: Yes/No
If Yes please detail below