



**Customer satisfaction**

We would like your views on how we dealt with your recent complaint about..... and how we can improve our procedure.

If you are willing to help us, please complete this form and return it in the attached SAE.

Ref no .....

What were the **best** and **worst things** about how we dealt with your complaint? (Please tick as many boxes as apply)

**Best things**

- The outcome or result
- Apology
- Quick reply
- Clear reply
- Fair reply
- We listened
- Helpful staff
- Other (please tell us)

**Worst things**

- The outcome or result
- No apology
- Late reply
- Unclear reply
- Unfair reply
- We didn't listen
- Unhelpful staff
- Other (please tell us)

How satisfied are you with the way we **handled** your complaint and with the **result** of your complaint (i.e. what we did or the explanation we offered)? Please tick one box for handling only and one box for outcome only.

**Handling**

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- No opinion

**Outcome**

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Do you have any suggestions on how we can improve our complaint procedure?

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How did you find out about how to make a complaint to us? (Please tick one box only)

- Member of staff
- Customer Feedback Leaflet
- Citizens Advice Bureau
- Local Service Point
- Councillor

- Member of Parliament
- Local Government Ombudsman
- Phone book
- Website
- Other (please tell us)

**Thank you for taking the time to give us your feedback**