

REF:

CUSTOMER COMPLAINTS – SIGN-OFF FORM – WIN £100!



As part of our continuous improvement, we would like you to complete this short questionnaire, so that we can close off your complaint. Please post this back to our Improvements Team in the freepost envelope provided and we will enter you into our prize draw for £100 shopping voucher – Thank you and Good luck!

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

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