

Describing a complaint

We would like your views on how a company dealt with your recent complaint.

I recently complained when.....

The company name:.....

What were the **best** and **worst things** about how they 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 they **handled** your complaint and with the **result** of your complaint (i.e. what they did or the explanation they 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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Describe what happened.

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

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