

SERVICE COMPLAINT CUSTOMER SATISFACTION SURVEY

1.	How did you access information about how to make a complaint to Birmingham City Council? If other, please specify: <div style="border: 1px solid black; height: 30px; width: 100%; margin-top: 5px;"></div>	Website <input type="checkbox"/> Telephone <input type="checkbox"/> Visit <input type="checkbox"/> Other <input type="checkbox"/>	
2.	Did you find it easy to make us aware of your complaint?	Yes. It was very easy <input type="checkbox"/> Yes, It was easy <input type="checkbox"/> It was satisfactory <input type="checkbox"/> No it was difficult <input type="checkbox"/>	
2a.	If you found it difficult, what difficulties did you experience? <div style="border: 1px solid black; height: 80px; width: 100%; margin-top: 5px;"></div>		
3.	Did you receive an acknowledgement letter within 2 working days of our receipt of your complaint?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
4.	Did your acknowledgement letter provide you with information about who was investigating your complaint, and their contact details?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
5.	If your complaint response took longer than 10 working days did you receive a holding response?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
5a.	If you received a holding response, were you satisfied with the holding letter and explanation for the delay?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
5b.	If you answered "No" please explain what was wrong. For example: you may have liked to know if we were awaiting information from a 3 rd party. <div style="border: 1px solid black; height: 80px; width: 100%; margin-top: 5px;"></div>		
6.	During the complaint process did you have a need to make further contact with the investigating officer?	Yes <input type="checkbox"/> No <input type="checkbox"/>	

6a.	If you answered yes above – please explain why you made contact with the investigating officer :
6b.	<p>If you spoke with your investigating officer, how would you rate their overall professionalism ?</p> <p style="text-align: right;">Very Good <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Poor <input type="checkbox"/></p>
7.	<p>IMPORTANT - Even if you disagreed with the outcome of your complaint, how would you rate the thoroughness of the investigation into your concerns?</p> <p style="text-align: right;">Very Good <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Poor <input type="checkbox"/></p>
8.	<p>Overall, how would you rate our handling of your complaint?</p> <p style="text-align: right;">Very good <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Poor <input type="checkbox"/></p>
9.	<p>Do you have any other comments about our service or suggestions on how we may improve our service to customers?</p> <p><u>Please give details below</u></p>