

7. Are you satisfied that the complaint was investigated thoroughly?

Completely Satisfied	Very Satisfied	Quite Satisfied	No view	Quite Dissatisfied	Very Dissatisfied	Completely Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Overall how do you feel about the handling of your complaint?

Completely Satisfied	Very Satisfied	Quite Satisfied	No view	Quite Dissatisfied	Very Dissatisfied	Completely Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Bearing in mind your expectations at the beginning of the process, how satisfied were you with the outcome of the complaint?

Completely Satisfied	Very Satisfied	Quite Satisfied	No view	Quite Dissatisfied	Very Dissatisfied	Completely Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Overall how satisfied were you with the outcome of the complaint?

Completely Satisfied	Very Satisfied	Quite Satisfied	No view	Quite Dissatisfied	Very Dissatisfied	Completely Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Do you wish to give reasons for your answers above, or have any further comments regarding possible improvements that could be made to the complaints process?

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THANK YOU FOR COMPLETING THE QUESTIONNAIRE

Please return using the enclosed prepaid envelope.

If you have any queries regarding this questionnaire, please contact:

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