SOUTH DERBYSHIRE DISTRICT COUNCIL

SATISFACTION WITH COMPLAINT HANDLING

We need your help to monitor customer satisfaction with the way we handle complaints. Following conclusion of the complaint, please answer the following questions and return this form in the enclosed prepaid envelope.

1.	Are you: (Please tick one	the complainant		the subject Member		
2.	Was the information given in the Decision Notice clear and understandable ?					
	Yes		No			
	lf no, please e	explain why:				
3.	Were you satisfied with the way the complaint was dealt with ?					
	Yes		No			
	lf no, please e	explain why:				
4.	Do you have any suggestions as to how the process can be further improved ?					
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5. We are trying to encourage those involved in complaints to give us feedback – do you feel the complaint was dealt with in a positive and professional manner ?

Yes	No 🗌						
If no, please explain why:							

Thank you for taking the time to answer the questions. We will use the information given to help us to improve the way we handle complaints.