

Complaints Handling Satisfaction Feedback

We would be grateful to receive your feedback on your recent experience of using Abbeyfield's Complaints Procedure.

The survey findings will be used to drive further improvements.

Please place a cross in the box which best applies for each question and provide any feedback and additional comments.

For every completed, returned survey, there will be a prize draw every 3 months for a £25 voucher which can be used in various places.

Complaint ref: 1270

1. Taking everything into account, how satisfied were you with the way your complaint was handled?

- ☐ Fully Satisfied
- ☐ Partially Satisfied
- ☐ Dissatisfied
- ☐ Unknown

2. Were you provided with sufficient information on how to make a complaint?

- ☐ Yes
- ☐ No
- ☐ What information was missing and would have been helpful?

3. Was the complaints process clear and easy to understand?

- ☐ Yes
- ☐ No
- ☐ How could it be improved?

4. Was it easy for you to raise a complaint?

- ☐ Yes
- ☐ No
- ☐ How could it be made easier?

5. Were all areas of your complaint addressed?

- ☐ Yes
- ☐ No
- ☐ If not, please explain which areas need looking at?

6. Would you use Abbeyfield's complaints process again if you needed to in the future?

- ☐ Yes
- ☐ No
- ☐ Any additional Feedback?

7. Do you wish to be entered into the prize draw?

- ☐ Yes
- ☐ No

8. Please provide any further comments or feedback in the box below.

Thank you very much for completing this feedback.

Completed surveys should be returned by email to complaints@abbeyfield.com or by post to Complaints Officer, The Abbeyfield Society, Hampton House, 17-19 Hampton Lane, Solihull, West Midlands, B91 2QT.