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# Housing Complaints Satisfaction Survey

This survey can also be completed at on our website.

If you need any help to complete the survey, please the Council on 01623 450000, option 6.

## Thinking about the handling of your complaint:

### Overall, how satisfied are you with the handling of your complaint?

[ ]  Very satisfied

[ ]  Fairly satisfied

[ ]  Neutral

[ ]  Fairly dissatisfied

[ ]  Very dissatisfied

### How satisfied are you that the staff who dealt with your complaint were helpful and polite?

[ ]  Very satisfied

[ ]  Fairly satisfied

[ ]  Neutral

[ ]  Fairly dissatisfied

[ ]  Very dissatisfied

### How satisfied are you that the complaints process is easy to access and understand?

[ ]  Very satisfied

[ ]  Fairly satisfied

[ ]  Neutral

[ ]  Fairly dissatisfied

[ ]  Very dissatisfied

## Thinking about the outcome of your complaint

### Overall, how satisfied are you with the outcome of your complaint?

[ ]  Very satisfied

[ ]  Fairly satisfied

[ ]  Neutral

[ ]  Fairly dissatisfied

[ ]  Very dissatisfied

### How satisfied are you that all areas of your complaint were addressed?

[ ]  Very satisfied

[ ]  Fairly satisfied

[ ]  Neutral

[ ]  Fairly dissatisfied

[ ]  Very dissatisfied

### How satisfied are you that the reasons for the outcome of your complaint were fully explained?

[ ]  Very satisfied

[ ]  Fairly satisfied

[ ]  Neutral

[ ]  Fairly dissatisfied

[ ]  Very dissatisfied

### If you are not fully satisfied with the outcome of your complaint, do you accept the explanation that has been offered?

[ ]  Yes

[ ]  No

### If you are not satisfied with the outcome of your complaint, will you be taking it to the next stage?

[ ]  Yes

[ ]  No

## Further comments/information

Thinking of the complaints process from start to finish, do you have any comments or suggestions which could improve how we deal with complaints or any other information that will help us understand why you remain dissatisfied?

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| --- |
|  |

# Your details

|  |  |
| --- | --- |
| **Name** |  |
| **Address (including Postcode)** |  |
| **Contact number** |  |
| **Email address** |  |

## Data consent

Consent for storing submitted data:

[ ]  Yes, I give permission to store and process my data and agree to the Council’s privacy notice, which can be found at [www.ashfield.gov.uk/your-council/legal-information-public-data/privacy-notice/](https://www.ashfield.gov.uk/your-council/legal-information-public-data/privacy-notice/)

Please return your completed survey to:

* email: housingcomplaints@ashfield.gov.uk
* by post to Ashfield District Council, Urban Road, Kirkby in Ashfield, Nottingham, NG17 8DA.