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| <b>POLICY NAME:</b> | <b>Service Level Questionnaire</b> |
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| <b>DATE OF LAST REVIEW:</b> | <b>31 March 2007</b> |
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| <b>AMENDMENTS TO THIS REVIEW:</b> | There are no recorded amendments. |
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| <b>DATE OF NEXT REVIEW:</b> | <b>31 March 2008</b> |
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| <b>IMPACT ASSESSMENT:</b> |   |
| - FINANCIAL               | None  |
| - HUMAN RESOURCE          | None  |
| - RISK                    | None  |
| - EQUAL OPPORTUNITIES     | This document has been awarded the Clear English Standard from the Plain Language Commission. |

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| <b>FEEDBACK:</b> |
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## Service Level Satisfaction Questionnaire

We aim to provide a high quality service to all applicants and their legal representatives. We have set various service standards that state the level of service you can expect from us. Our service standards statement is attached to this questionnaire. We work hard to meet our service standards but accept that occasionally we do not succeed. If this happens, we will tell you why we fell short.

To ensure that we are providing a high quality service and that our service standards meet the needs of our applicants and their legal representatives, we need to record and monitor your views on our level of service.

If you are an applicant or an applicant's legal representative, please help us monitor our level of service by completing this questionnaire at the end of the review of your (or your client's) case and send it to us in the enclosed pre-paid envelope. If you are not an applicant or legal representative but have had dealings with us, please also complete the questionnaire, where it applies, and return it at your convenience.

Thank you for your assistance.

### Please answer the following questions or tick the appropriate box.

Where did you hear about the Commission?

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A. What do you think about the time we took to review your (or your client's) case?

1. Very Good

2. Good

3. Average

4. Poor

B. What do you think about the layout and clarity of the questions in our application form?

1. Very Good

2. Good

3. Average

4. Poor

C. What do you think about the frequency of letters informing you of the progress on your (or your client's) case?

1. Very Good

2. Good

3. Average

4. Poor

D. What do you think about the time it took us to respond to you correspondence?

1. Very Good

2. Good

3. Average

4. Poor

E. If you telephoned our office, what do you think about the time it took us to answer your call?

1. Very Good

2. Good

3. Average

4. Poor

F. If you visited our office, what do you think about the time it took us to see you?

1. Very Good

2. Good

3. Average

4. Poor

G. What do you think about the levels of reliability and punctuality if we met you?

1. Very Good

2. Good

3. Average

4. Poor

H. What do you think about the levels of courtesy and respect with which we dealt with you?

1. Very Good

2. Good

3. Average

4. Poor

I. What do you think about the levels of fairness and sensitivity we showed in our dealings with you?

1. Very Good

2. Good

3. Average

4. Poor

J. What do you think about our service standards – do they reflect the main standards that you would expect as an applicant or as a legal representative?

1. Very Good

2. Good

3. Average

4. Poor

K. If your answer to J above is a 3 or a 4, please tell us the types of standards that you think we should have. If you have answered any of the other questions above with a 3 or a 4, please say how we failed to meet the standard.

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L. Please describe any ways in which you think we can improve our service. Please provide more details about any of the above questions, stating which question (A to J) you are referring to.

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There is no need to give your name and contact details but if you wish to, please state them below. It would help us if you tick whether you are an applicant, a legal representative or other person who has had dealings with the Commission.

Name:

Date:

Address:

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Please tick one of the following options:

Applicant

Legal Representative

Other