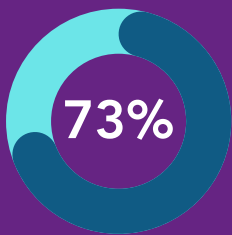


Check it Challengers Complaints Survey - Voicescape

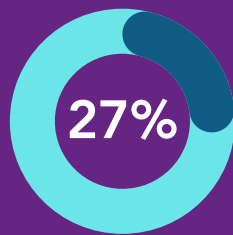


The new complaints survey will be moving to Voicescape. We sent the Check it Challengers the script of the survey and asked them questions about what they thought. We had 16 responses to the survey and below are the highlights.

→ Are you happy with the language used in the questions, is it tenant friendly?



Yes



No

“ I think its too long and some older people won't engage in doing it. ”

“ It's too wordy ”

→ We have timed the survey and it should take between 2 to 3 minutes for a tenant to complete, do you feel this is a reasonable amount of time?



→ Please tell us any other comments that you would like to make about this script

“ Straightforward, unambiguous wording. Easy to understand ”

“ Don't make the questions just what you want to hear. ”

“ I feel its too open ended and would make it harder to identify patterns of unsatisfactory help to remedy customer satisfaction. ”

You
Said

We
Did

As a result of the answers given in the survey we have made some changes. Below is a table of what you said and changes we have made.

Will the survey time out, can we allow for extra time for those that may need it?	The survey does not time out, we just wanted to let people know at the beginning of the survey an estimated time for completion, so they have the option to hang up or continue to give feedback.
Change the word 'anonymous' to 'confidential' on the survey - If we're asking for customer details (name, address etc) then this survey is not anonymous.	We have now changed the wording from anonymous to confidential.
I think question 5 (Do you feel the staff who handled your complaint listened and understood your complaint?) should be asked before question 4 (Do you feel the staff who handled your complaint treated you fairly and with respect?)	We have switched these questions around.
Maybe some elderly people could nominate a family member or friend to complete the survey for them.	The survey is optional and they can choose to give the phone to another family member or friend to complete, or if they wish we can send them a web link to complete the survey online.
Remove answer option 'rather not answer'	We would like to give people the option to skip the question, if they do not wish to give feedback or unable to answer as they don't have an opinion.
Is this survey only for formal complaints, or will it be used for escalated service requests?	This survey will be used for any stage 1 or stage 2 complaints. We are currently looking at developing a Service Request survey to be implemented at the end of the year.
To remove 'or dissatisfied' wording to the satisfaction questions... How satisfied or dissatisfied are you with...	These are the Housemark benchmarking questions and we're unable to change these.