



Complaint Feedback Survey

Please take a few minutes to complete this form and return it in the pre-paid envelope provided. Alternatively the survey can be completed online, please visit www.gght.org.uk. Your feedback will assist us in continually improving our service delivery to you, our customer.

Please could you return this survey in the pre-paid envelope to:

Golden Gates Housing Trust
F.A.O.: Adam Timothy
PO Box 1181
Warrington
WA1 9FB

All completed surveys will be placed in a quarterly prize draw to win £25.

If you would like this document in another format, we can change it into:

Any other language

यदि इस जानकारी को आपकी किसी और भाषा में आवश्यकता हो तो कृपया 0800 25 26 27 पर टेलीफोन करें या स्टाफ़ के किसी कर्मचारी से बात-चीत करें।

(1940)

Another colour / Another Colour

تغیلات نام زانیرویات به زمانیکی نو دفریت دفر ا تکلیه نغتلغون بکه بو نماره 0800 25 26 27 بلخرد هسه نغتلغون بکلیک له کار معمدان دا بکه

(1940)

British Sign Language

Braille

Picture Format

Audio



Jeśli niniejsza informacja jest wymagana w innym języku, prosimy o kontakt pod numerem telefonu 0800 25 26 27 lub o zwrócenie się do któregoś z pracowników.

(1940)

A Larger font

And many more...

Если Вы хотели бы эту информацию на другом языке, позвоните, пожалуйста на номер 0800 25 26 27 или свяжитесь с членом штата.

(1940)

Please just contact a member of staff at Golden Gates Housing Trust free on 0800 25 26 27

Bu bilgiyi bir başka dilde arzu ediyorsanız lütfen 0800 25 26 27 numaraya telefon ediniz veya görevli memurla konuşunuz.

(1940)

اگر آپ یہ معلومات کسی اور زبان میں چاہتے ہیں۔ تو سہولتی کر کے 0800 25 26 27 پر فون کریں یا سٹاف کے کسی ممبر سے بات کریں۔

(1940)

Your Name

Your Date of Birth

Your Address

Home Telephone Number

Mobile Telephone Number

E-mail Address

1. How did you make your complaint? (please tick one box)

Over the phone

In person

On the GGH website

By letter

By telephone

By fax

or by asking a friend, a relative, local councillor, MP or any representative to contact us

2. Was the complaints procedure made available to you? (please tick one box)

Yes

No

Can't remember

3. Was the complaints procedure clear and easy to understand? (please tick one box)

Yes

No

4. If the answer to question 3 was 'no' please explain why.

5. Was it made clear that you would receive a response within a set timescale? i.e. 10 working days. (please tick one box)

Yes

No

6. If your complaint was not responded to within timescale, were you kept informed of the progress of your complaint? (please tick one box)

Yes

No

7. If your complaint was not responded to within timescale, were you informed that the complaint was not going to be responded to within timescale? (please tick one box)

Yes

No

8. Were you satisfied with the way your complaint was dealt with? (please tick one box)

Very satisfied

Fairly dissatisfied

Fairly satisfied

Very dissatisfied

Neither satisfied nor dissatisfied

9. If the answer to question 8 was 'fairly dissatisfied' or 'very dissatisfied' please explain why.

10. Were you satisfied with the outcome of your complaint? (please tick one box)

Very satisfied

Fairly dissatisfied

Fairly satisfied

Very dissatisfied

Neither satisfied nor dissatisfied

11. Do you have any further comments or suggestions?