

Complaint Handling

4 questions · 3 min. to complete

NOTES FOR PARTICIPANTS

Thank you for bringing your concern to our attention. Please rate briefly how we handled it – it only takes about 3 minutes.

1 How satisfied are you with how your complaint was handled? **REQUIRED**

☐

☐

☐

☐

☐

1

2

3

4

5

Very dissatisfied

Very satisfied

2 How would you rate the handling on the following points?

Please tick one box per row.

	Very poor	Poor	Average	Good	Very good
Speed	☐	☐	☐	☐	☐
Fairness	☐	☐	☐	☐	☐
Resolution quality	☐	☐	☐	☐	☐
Reachability	☐	☐	☐	☐	☐

3 Was your issue fully resolved?

☐ Yes, fully

☐ Partially

☐ No

4 What should we improve about how we handle complaints?

In your own words, please.

Prefer to analyse it digitally?

On paper, every sheet has to be typed up afterwards. The same template runs in DataLion as an online survey, and the analysis builds itself as responses come in — filters by department included, PowerPoint export too.

<https://datalion.com/en/templates/complaint-handling/>

A free template from DataLion. The same questionnaire is available as a ready-made online survey with automatic analysis:
<https://datalion.com/en/templates/complaint-handling/>