



Southwark Call Centre Survey Form

Having received and listened to so many comments about the Call Centre, particularly the difficulties experienced when reporting repairs, and the standard in which these repairs are carried out by engineers and contractors, SGTO has now designed an online form which can be completed and sent back instantly by clicking the submit button.

We would like to know about your experience of the Call Centre either good or bad. Our intention is to compile a list of your comments and forward it to the appropriate personnel at the Council.

It is our responsibility to ensure that we are able to provide some feedback to the relevant department/personnel with the view that this will help in ensuring better service delivery.

Name of Estate: (optional)

First Name: Surname: (optional)

Address: (optional)

1.Call Centre

1.1 When did you last use the Call Centre to report repairs? (exact date will be helpful)

1.2 Time taken to answer your call? (minutes)

1.3 Were you put on hold during this call? **Yes** **No** if yes, how long for? (minutes)

1.4 Was your report of the repair dealt with successfully with one call? **Yes** **No** (Please tick as appropriate)

1.5 if no, please state the number of times you had to report the same repair

On a scale of 1 - 10 (with 10 indicating excellent and 1 indicating very poor), how would you score the following:

1.6 How would you rate the Call Centre on?

Helpfulness

Knowledge (sufficient knowledge of dealing with your call)

Understanding (an understanding of the nature and the urgency of the repair/s you are reporting)

Communication (clarity in providing essential information)

How would you score the experience of your overall contact with the Call Centre? (1-10, 1 poor & 10 excellent)

2. Appointment

2.1 How would you score the reliability of your appointment? (1-10, 1 poor & 10 excellent)

2.2 Was your call an emergency? Yes No

2.3 Please give a brief description of the nature of your call.

3. Service Delivery

3.1 Was your repair completed satisfactorily? Yes No (Please tick as appropriate)

3.2 How would you score the effectiveness of the engineer/s who carried out the repair/s?

3.3 Was there any missed or cancelled appointment/s? Yes No

3.4 If yes, did you receive or give any notification? Yes No

3.5 Please give reasons, if any, for missed appointment/s, either by you or the council

3.6 Are you aware of your right to compensation for missed appointment/s? Yes No

3.7 What improvement, if any, can you suggest to enhance service delivery of the Call Centre:

May we contact you if we require further clarification of your remark? Yes No (Please tick as appropriate)

Please send the completed form using the attached freepost envelope by 30th April 2008.