

COMPLAINT FEEDBACK FORM

Complaint reference:

Name:

Address:

Please circle one option for each question below:

1. Were you satisfied with how fairly your complaint was dealt with?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

2. Were you satisfied with how quickly your complaint was dealt with?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

3. Were you satisfied with how well informed you were kept when we were dealing with your complaint?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

4. Were you satisfied with how easy it was to understand our complaints process?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

5. Were you satisfied with the final outcome?

Very Satisfied Fairly Satisfied Neither Fairly Dissatisfied Very Dissatisfied

If you feel the complaint could have been better dealt with or you are dissatisfied with the final outcome please state why:

Thank you for taking the time to complete this form.
Please return it to: Cosmopolitan H.A. Cosmopolitan House,
2 Marybone, Liverpool L3 2BY