

Progress Plus Satisfaction Survey

We would be grateful if you could complete the following questionnaire about the service you have received from Progress Plus. We want to ensure that we are meeting your needs and we value your comments on how our service could be improved.

Q1 How do you rate the following aspects of our service? Please tick one box for each statement.

	Yes	No	Not Applicable
It was quick to get through on the telephone to Progress Plus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The person I reported the repair to was polite and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The person I reported the repair to was informative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If an appointment was made, was it convenient for you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please add any comments regarding the above statements

Q2 How do you rate the following aspects of our service? Please tick one box for each statement.

	Yes	No	Not Applicable
The engineer attended my property on the agreed day and at the agreed time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The engineer showed me their identity card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The engineer covered their shoes with protective bags	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The engineer was polite and friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The engineer cleared up properly after the job was completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were you satisfied with the work that the engineer completed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please add any comments regarding the above statements

Q3 Overall, how satisfied or dissatisfied are you with the service that Progress Plus provided to you on this occasion?

Very Satisfied.....
 Neither satisfied nor dissatisfied.....
 Dissatisfied.....
 Satisfied.....
 Very Dissatisfied.....

Please add any additional comments below

If you wish us to contact you regarding any comment(s) you have made please tick the box to the right and include contact details below.

Name / Address (please include postcode)

Do you give your permission for Progress Plus to report your comments on their website?

Yes.....

About you

Data Protection Act 1998 - Progress is committed to ensuring that all its customers receive services which are appropriate to their needs. By signing this form you confirm that you consent to the use of the data which you have provided (including any data which maybe classified as a sensitive personal data) for statistical purposes and to ensure that the services that Progress provides to you meet your particular needs. If you return this form to us unsigned we will use the data you have provided for statistical purposes only and remove any identifying data from our analysis.

Please sign here to give us your permission to use your data

What is your sex?

Male.....

Female

Prefer not to say

What is your age?

16-19.....

40-49

70+

20-29.....

50-59

Prefer not to say

30-39.....

60-69

Do you consider yourself to have a disability?

Yes.....

No

Please specify your disability

How would you describe your ethnic group?

White British

Mixed any other background.....

Black or Black British Caribbean.....

White Irish

Asian or Asian British Indian.....

Black or Black British African.....

White Other

Asian or Asian British Pakistani.....

Black or Black British other.....

Mixed White and Black Caribbean.....

Asian or Asian British Bangladeshi.....

Chinese

Mixed White and Black African.....

Asian or Asian British other

Other Ethnic Group (please specify below).....

Mixed White and Asian.....

Prefer not to say.....

Other ethnic group (please specify)

What is your religion?

None.....

Hindu

Sikh

Christian

Jewish

Other (please specify below).....

Buddhist

Muslim

Prefer not to say

Other religion (please specify)

Thank you for taking the time to complete the questionnaire, your views are greatly appreciated. You have been provided with a POSTAGE PAID envelope with which to return your questionnaire.