

**Customer Satisfaction NPS Complaint Process**

< Name Organization >

**Dear Customer,**

With this Survey we like to gather information in relation to your opinion and experiences with < Name Organisation > Complaint Process.

You will be given the opportunity to answer below questions and to provide ideas, suggestions and/or comments to improve our services. In particular your explanation is for us of great value. We would highly appreciate your cooperation.

**General Assessment**

**Questions:**

- 1. How likely is it that you < Organization Name > would recommend to friends, family, colleagues and/or business associates?

(Whereby 0 = 'Extremely Unlikely' and 10 = 'Extremely Likely')

0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 1.1 You gave a valuation of 0 – 6?

What would < Organization Name > especially must improve, so that you would recommend < Organization Name >?

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- 1.2 Or, did You choose a valuation of 7 or 8?

What would < Organization Name > especially must improve, so that you would certainly recommend our Organization?

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- 1.3 If You added a valuation of 9 or 10.

What is the main reason that you would recommend < Organization Name >?

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.....

**Questions Complaint process:**

**Please indicate the degree to which you are satisfied with the following questions.  
9-10 = Very Satisfied, 7-8 = Neutral, 0-6 = Dissatisfied**

2. How satisfied are you with the accessibility of < Organization Name > for your complaint?

0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. How satisfied are you with the speed at which you had contact with the appropriate employee < Organization Name > for your complaint?

0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. How satisfied are you with the level of knowledge of the employee(s) that you have spoken?

0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How satisfied are you with the solution provided with regard to your complaint?

0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. How satisfied are you with the speed at which your complaint is resolved?

0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. To what extent are you informed about the progress of your complaint?  
(Whereby 0 = 'not all all' and 10 = 'completely')

0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Room for additional information. Could you than please explain your opinion and let us know what we can improve to meet your needs?

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We like to thank you for your cooperation. This information will help us to improve our services and process.

< Name Organization >

### Background information

Required a Customer Satisfaction Survey based on NPS, focus on the companies complaint process.

1. Design a short questionnaire, to be quick and easy filled in > maximum time 10 minutes.
  2. Questionnaire can be populated via the Organization's website.
  3. The customer will receive an email with the question to fill in the Survey, via the attached link
  4. Survey is anonymous, result will be presented automatically.
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