

Date

Time

Name of TI

Enquiry

I would like to report ...

Questions	Y/N	Comment
Were you able to get through to the Contact Centre on the first attempt?		
Did the call handler introduce themselves clearly and give a name? (please record the name)		
Were you able to hear the call handler clearly without any background noise?		
Was the call handler polite?		
Was the call handler knowledgeable?		
Was the priority timescale system explained to you?		
Were you offered an appointment for your repair?		
Was an appointment made for your repair?		
Did you have confidence in the information you were given?		
Did the call handler deal with your enquiry to your satisfaction?		
If applicable, did the call handler transfer you through to the relevant department, or give you the number?		

Comments and overall impression of the service received.

Overall how would you rate the service you received from the Repairs Hotline?

(Green)



(Amber)



(Red)