



Customer Satisfaction Questionnaire

This questionnaire is being sent to you because you have recently gone through the TDR process to resolve a dispute between you and your telecommunications company.

We are always looking at ways to improve our service, and would like to ask you to answer the following questions about how you found the TDR process. We will use your answers to monitor our performance and make sure we provide a good service to all our customers.

Any information you give us will be confidential. We will not share your information with anyone, and it will only be used to identify ways in which we can improve our service.

Please tick one answer only:

Our Staff

a. Attitude of staff

Excellent Good OK Poor Bad

b. Knowledge of staff

Excellent Good OK Poor Bad

c. Our communication style

Excellent Good OK Poor Bad

d. Quality of information provided

Excellent Good OK Poor Bad

Information about TDR

a. Have you seen our website?

Yes No

b. If "yes", how helpful was it?

Very Helpful Helpful OK Not very helpful Not at all helpful

c. Have you seen our brochure about how the Telecommunication Dispute Resolution Service works?

Yes No

d. If "yes", how helpful was it?

Very Helpful Helpful OK Not very helpful Not at all helpful

e. How helpful did you find any correspondence from us?

Very Helpful Helpful OK Not very helpful Not at all helpful

The Process

a. Did you think the overall time taken to resolve your dispute was...

An acceptable amount of time

I would have expected it to take more time

I would have expected it to take less time

Please tell us about your experience by ticking one box for each statement:

b. The overall process was fair and impartial

Strongly agree Agree Not sure Disagree Strongly disagree

c. The service provided by TDR was independent

Strongly agree Agree Not sure Disagree Strongly disagree

d. The service I received from TDR was professional

Strongly agree Agree Not sure Disagree Strongly disagree

e. Access to TDR throughout the process was easy and straightforward

Strongly agree Agree Not sure Disagree Strongly disagree

Please tick one box for each statement:

The Outcome

a. The outcome of my complaint was fair

Strongly agree Agree Not sure Disagree Strongly disagree

b. The outcome of my complaint was easy to understand

Strongly agree Agree Not sure Disagree Strongly disagree

c. I felt that I had the opportunity to contribute to the outcome of my complaint

Strongly agree Agree Not sure Disagree Strongly disagree

d. Please indicate at what Level your dispute was finalised:

Level 1 (Referral to your service provider and assessment of "deadlock")

Level 2 (Facilitated negotiation)

Level 3 (Conciliation)

Level 4 (Adjudication)

Not sure

Your experience

a. Overall how do you feel about the way your complaint was handled by us?

Very satisfied Satisfied Not sure Dissatisfied Very Dissatisfied

b. Overall how do you feel about the way our staff dealt with you?

Very satisfied Satisfied Not sure Dissatisfied Very Dissatisfied

c. If a friend had a similar problem to yours would you recommend they use TDR?

Yes, definitely Yes, probably Not sure No, probably not No, definitely not

d. The service I received from TDR was professional

Strongly agree Agree Not sure Disagree Strongly disagree

e. Access to TDR throughout the process was easy and straightforward

Strongly agree Agree Not sure Disagree Strongly disagree

Please tick one box for each statement:

About You

We ask you for this information so that we can make sure we are effectively addressing the needs of all telecommunication customers. What you tell us in this questionnaire is totally anonymous. We hope you will take the time to answer these questions.

a. Your ethnic group (s)? You can tick more than one:

New Zealand European Maori Chinese

New Zealander Samoan Indian

Cook Island Maori Tongan English

Middle Eastern/Latin American/African Korean Other

b. Your age bracket:

Up to 19 20–29 30–39 40–49 50–59

60–69 70–79 80+

d. Where you live:

City Region

Town Region

Rural Region

Please provide the region in which you live (eg "Auckland", "Hawkes Bay" "Otago")

