



# Veterans Agency War Widows Survey 2002



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INVESTOR IN PEOPLE



# WIDOWS SURVEY 2002

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# WIDOWS CUSTOMER SURVEY

## 1. Introduction

The War Pensions Agency Business Plan in 2001/2002 confirmed the Agency's mission, to deliver an excellent public service that continuously tests perception of performance and organise services around the convenience of people using them.

A customer Focus Strategy has been introduced based on known customer groups:

- set and monitor performance targets
- Identify the particular service requirements of different types of customers
- understand problem areas
- evaluate new service delivery initiatives

The robust and structured approach to customer perception of WPA services will ensure that improvements feed into the customer result criteria of the EFQM Excellence Model, in addition to introducing service improvements.

## 2. Objectives

The objective of the research survey is to assist the War Pensions Agency in establishing the needs of current and future customers with particular emphasis on ensuring that the Agency identifies:

- the level of satisfaction with WPA services
- the causes of dissatisfaction
- customer choices
- customer ideas
- customers priorities
- broader business objectives derived from the results

## 3. Approach

The Customer Focus Strategy explains how WPA plans to use up to date research information to identify the needs and views of all aspects of customer service in

both the main customer base and each of several customer groups. The aspects of service delivery on which information is needed includes:

- access and contact
- response times
- service quality
- complaints and redress
- service improvement

## 4. Customer Samples

This survey concentrates on those of our customers who had specifically contacted Widows Group. To respect sensitivities a decision was made to exclude any first claim decisions made during the 4 months prior to the issue of the questionnaire. IT & Product Development Group provided an extract from the War Pension Computer System of a random sample of 1000 decisions both favourable and unfavourable. One thousand questionnaires were issued during December 2001. There was a response rate of 521 (52%), however 17 were returned incomplete and therefore are not included in the analysis.

## 5. Structure of the Report

The report is structured following the main headings of the survey results with sub headings of:

- access and contact
- response time
- service quality
- complaints and redress
- service improvements
- ad-hoc and formal findings

## 6. Acknowledgments

The successful completion of this survey is due to the combined effort of a number of people. Thanks are

due to IT & PD who arranged to provide the statistical sample. The War Widows Association and Widows Group who had input to the questionnaire content. The Word Processing Services who completed the address labels and Special Project staff for their valuable contribution in drafting the questionnaire and collating/analysing the results and Design and Production Services for producing the final report.

## 7. Management Summary – Overall Key Findings

One thousand questionnaires elicited a response of 521, from which 17 of these were returned incomplete. An equal number of questionnaires of both favourable and unfavourable decisions were issued. Of those returned 289 (57.3%) were from widows who had a favourable decision and 212 (42.1%) were from non-favourable decisions. 419 (83.3%) of those who responded were over 70 years of age.

When asked how easy was it to get information on how to apply, 432 people (85.7%) found it "Very easy", "Easy" or "Fairly easy". These results follow similar trends to other surveys conducted during the past 12 months. 224 customers (44.4%) obtained information on how to apply from the Agency, 112 (22.2%) obtained information from the War Pensioners' Welfare Service. The remainder from other sources e.g. CAB, Ex-Service Organisations etc.

Of the 393 people who completed a claim form, 317 (80.7%) thought it "Very easy", "Easy" or "Fairly easy" to fill in. 38 people (9.7%) found it either "Difficult" or "Very difficult" to complete.

Comments such as "I did not understand the questions", "the form was too complicated", "The questions were not clear" and "the layout of the form made it difficult to fill in" were made.

307 customers (60.9%) preferred the more traditional method of contact by telephoning us, which again follows the trend of previous surveys. 192 people (38.09%) want us to make contact only when we have something to tell them. This result almost mirrors that of the main claim survey where 34% thought the same.

Just over 50% considered the time taken in responding to correspondence was "Excellent/Good", which is slightly more than the 49% who expressed

the same opinion in the main survey. However 81 people (16%) stated it took the Agency over 3 weeks to respond to their correspondence.

Only 22 Customers (4.4%) stated that they had cause to make a complaint, 16 of these (3.2%) were not satisfied with the decision on their claim. Of those who complained, 18 (81.8%) felt the timing of our response was either "Very slow" or "Quite slow". Very few customers answered the question "Which statement best describes the way your complaint was handled?"

The survey gave clear evidence that overall Widows Group provides a good to excellent service. Of the 459 customers who expressed an opinion, 372 (81%) rated the overall service, as "Excellent/Good".

## 8. Areas for Improvement

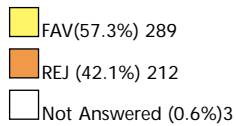
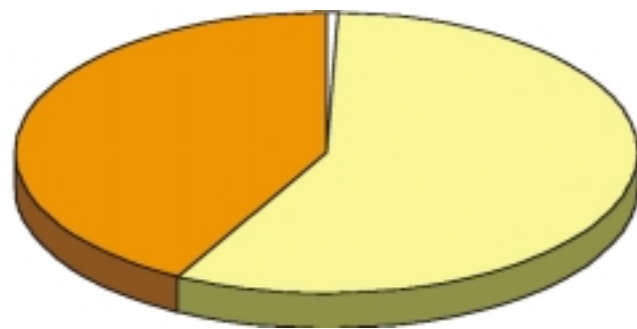
Areas for improvement that have been identified are;

1. Widows Group to improve how quickly they respond to correspondence in order to improve perception of response times.
2. Widows Group to improve how quickly they respond to dealing with complaints in order to improve perception of response times.
3. Look at how the complaints process is sign posted in order to improve customers knowledge.
4. Ensure that correspondence is in plain English with no jargon particularly to unsuccessful claimants.
5. To look critically at WPA forms and implement the comments raised concerning the difficulty in completing and understanding forms.

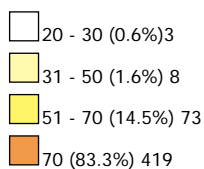
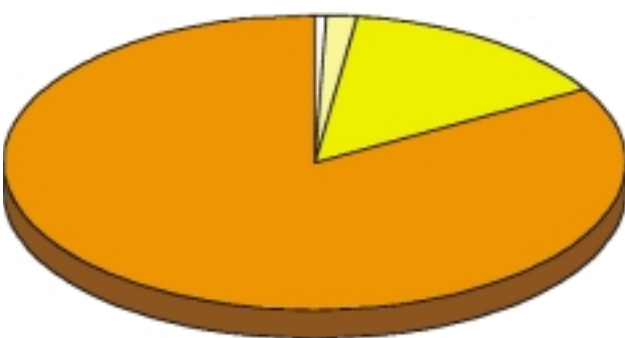
# 9. Survey Results - Widows Group

The presentation of the analysis follows the same order as the questionnaire for ease of reference. A full copy of the questionnaire can be seen at appendix 1. Even though the questionnaires were issued to a totally random sample we were able to separate responses in respect of favourable and unfavourable decisions. We are also able to show a break down in relation to age groups.

## Decision Type

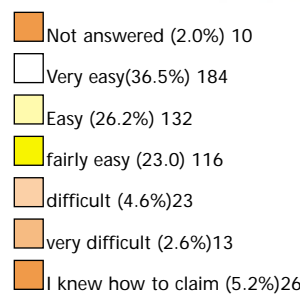
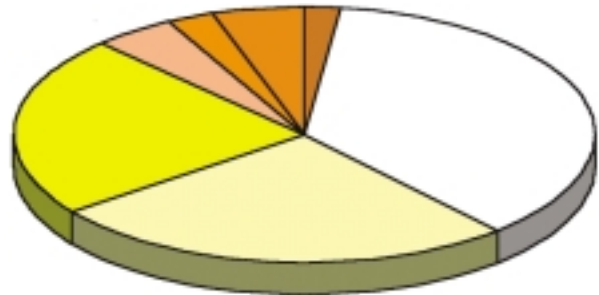


## What age group are you?



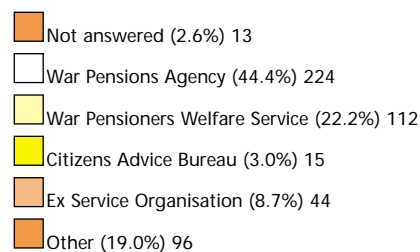
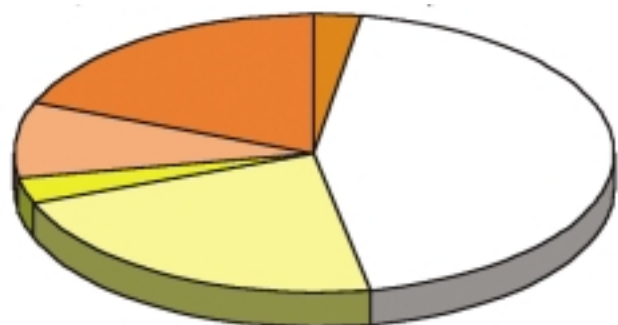
# Access and Contact Part One

**Q1: When you made your claim for a War Widows Pension, how easy was it to get information on how to apply?**



This result shows a high percentage of customers found it easy to get information about a War Widows pension with over 36% saying it was "very easy". The answer to the same question in Customer Claims Survey was 25%.

**Q2: When applying for a War Widows Pension, where did you get this information from?**



Over two thirds of the respondents, 67% obtained information from either the Agency, or War Pensioners Welfare Service.

**Additional Comments:**

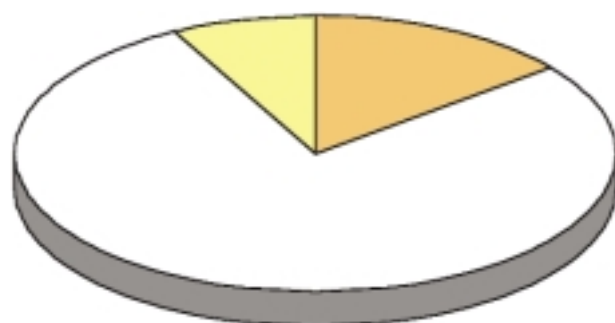
*" Yours magazine"*

*"My son found it on the Internet"*

*"Newspaper article"*

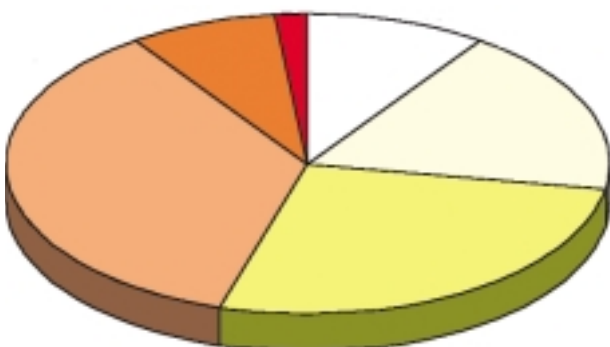
*"Information came in a pack when my husband died"*

**Q3: Did you have to complete a claim form in relation to the War Widows Pension?**



- Not Answered (14.3%) 72
- Yes (78.0%) 393
- No (7.7%) 39

**Q4: How easy was it to fill in?**

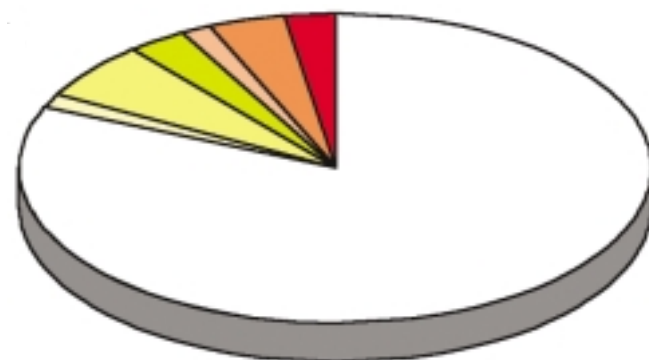


- Not Answered (9.7%) 38
- Very easy (18.1%) 71
- Easy (27.0%) 106
- Fairly Easy (35.6%) 140
- Difficult (7.9%) 31
- Very Difficult (1.8%) 7

Over 83% (419) of the widows who responded to the survey were in the over 70 age group. Of the 324 who completed this question only 27 rated the claim

form "difficult" – "very difficult" to complete with 297 saying it was "easy" to "very easy". Although much lower response numbers apply, this trend is reflected throughout the other age groups.

**Q5: If you had difficulties filling in the claim form, what were they?**



- Not answered (86.1%) 405
- The questions were not clear (1.6%) 8
- I did not really understand the questions (6.3%) 32
- There was not enough space to write answers (3.2%) 16
- The instructions were not clear (1.6%) 8
- The form was too complicated (4.2%) 21
- The layout of the form made it difficult to fill in (2.8%) 14

Almost 90% found the claim form was between "Very easy" and "Fairly easy" to fill in. 99 people made comments in this section.

Some of the comments made are:

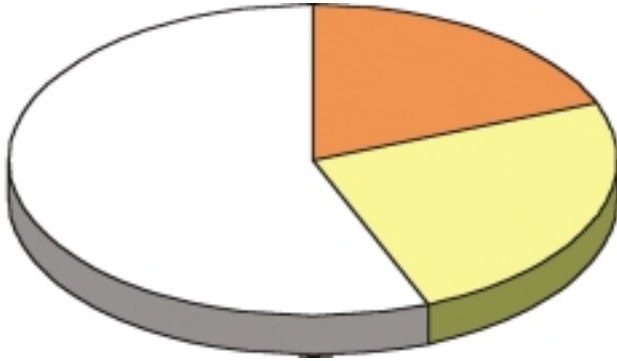
*"I understood the questions but they required information which was difficult to provide"*

*"The factors that had affected my life were not part of the Q's"*

*"off putting was the length of the form and I remember correctly medical information was required"*

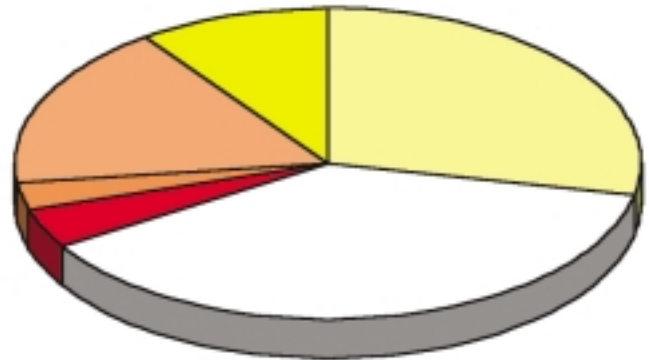
**Q6: Did you contact the Agency about your claim before it was finalised?**

There were 491 (98%) responses to this question with the majority 61% preferring contact by telephone, this trend mirrors the Customer Survey 2001 results. However, only 19% indicated that they would prefer written contact where as 32% selected written contact in the Customer Survey 2001.



**Q9: How do you prefer the Agency to contact you?**

- Not answered (19.0%) 96
- Yes (24.8%) 125
- No (56.2%) 283



**Q7: Please tell us why you contacted us?**

*"To let you know my husband died also re enquires"*

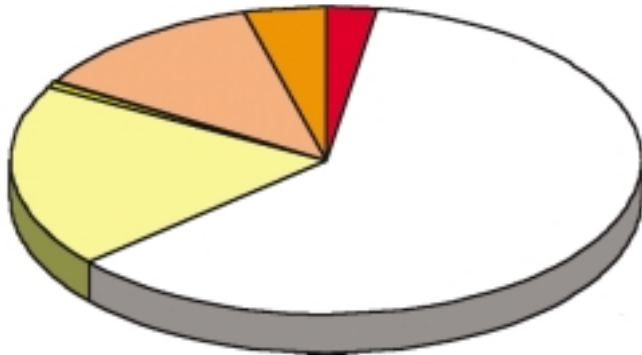
*"To inform you of death"*

*"I thought my claim was taking a long time"*

**Q8: How do you prefer to contact the War Pensions Agency?**

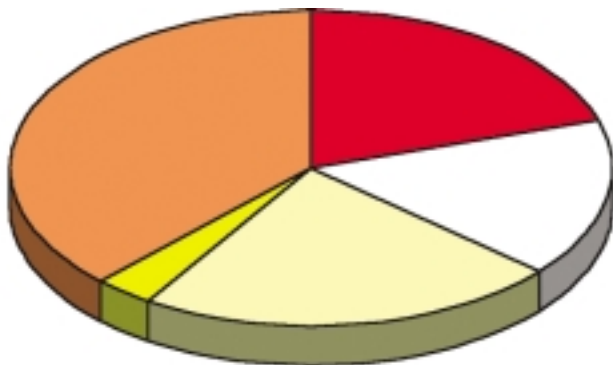
- By asking someone else to contact us on your behalf e.g. Citizens Advice Bureau, Ex-Service Organisation, Solicitor. (1.5%) 6
- By telephone (24.12%) 96
- By written Enquiry (65.33%) 260
- By email (0.75%) 3
- By fax (0.5%) 2
- Via the War Pensioners' Welfare Service (7.79%) 31

There were a total of 398 (79%) responses to this question. Once again the preferred choices mirrored the Claims Survey 2001 with clear indications for the more traditional method of contact, written contact taking precedence over telephone contact with little interest shown in Email or Fax.

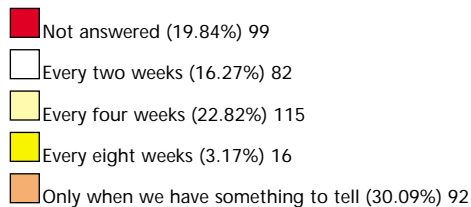


- Not answered (2.6%) 13
- By telephone (60.9%) 307
- By written enquiry (19.4%) 98
- By email (0.6%) 3
- By fax (0.2%) 1
- Via the War Pensioners' Welfare Service (12.1%) 61
- By asking someone else to contact us on your behalf eg. Citizens Advice Bureau, Ex - Service Organisation, Solicitor (4.2%) 21

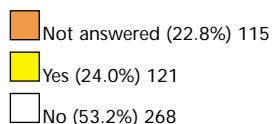
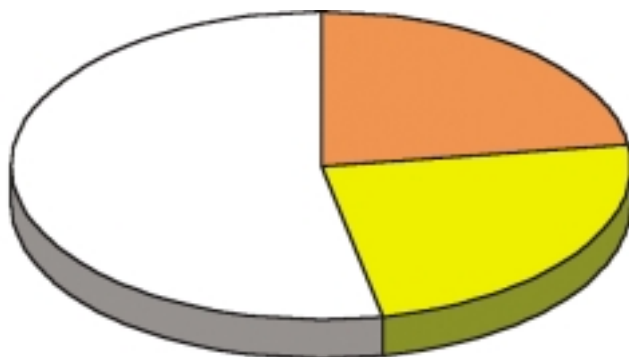
**Q10: The War Pensions Widows section aims to give you a decision on your claim within a 36 working day period. If a decision cannot be given on your claim within a 36 working day period, how often do you think we should provide you with an update?**



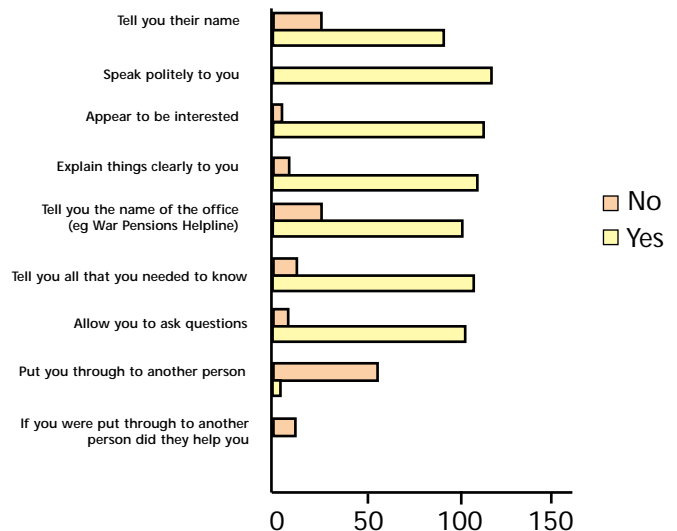
The answers to this question give a clear indication that updates are only required when we have something to tell the customer. Preferences in the Claims Survey 2001 were split virtually equally between updates every six weeks/when we have something to tell the customer.



**Q11: Did you telephone us during the time your claim was being dealt with?**



**Q12: Did the person you spoke to:**



**Additional comments:**

*"Everyone was very helpful and made it easier and clearer for me"*

*"Asked if any other assistance needed"*

*"Very well"*

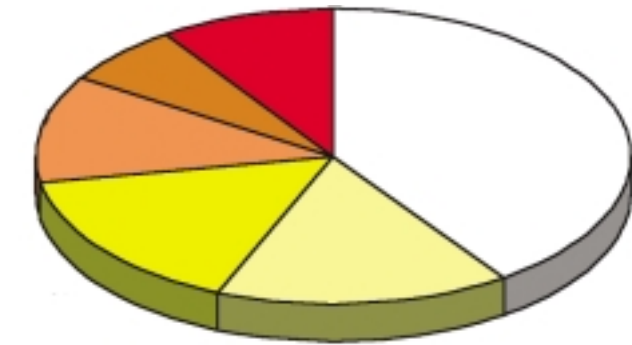
*"I was treated with great care as my husband had just died"*

# Part Two

## RESPONSE TIMES

Part two of the survey sought to establish the Agency's response rates to correspondence, telephone calls and customers perception of our response.

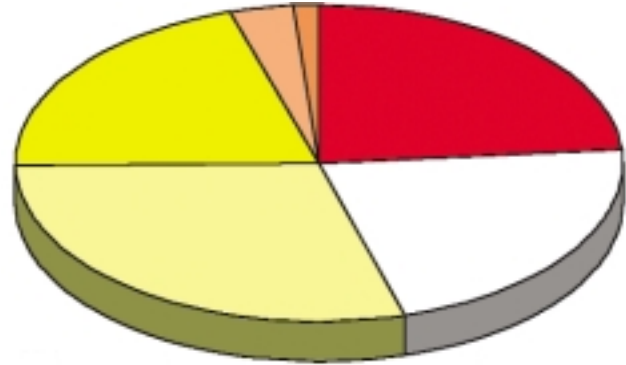
**Q1: When last writing to us, how long did it take us to reply to your correspondence?**



- Not answered (40.3%) 203
- One week or less (16.1%) 81
- Over one week (15.9%) 80
- Over two weeks (11.7) 59
- over three weeks (6.5%) 33
- Over four weeks (9.5%) 48

This question elicited 301 answers, 81 (16%) customers said they received a response within one week or less. By far the highest number of people said it took over one week for us to reply (220) this result does not reflect that, shown in the Agency's Dashboard of performance results.

**Q2: Do you consider the time taken to respond to your correspondence was?**



- Not answered (23.6%) 119
- Excellent (21.8%) 110
- Good (29.4%) 148
- Acceptable (20.4) 103
- Poor (3.4%) 17
- Very poor (1.4%) 7

Although the majority of customers (220) said it took over one week or more to reply This was considered by all but 4.8% to be acceptable or better.

### Additional comments:

*"I havent had reason to write, too long ago to remember but not long"*

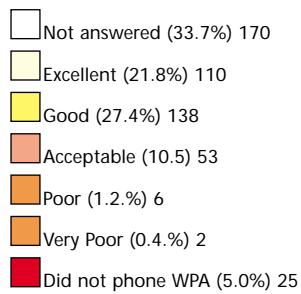
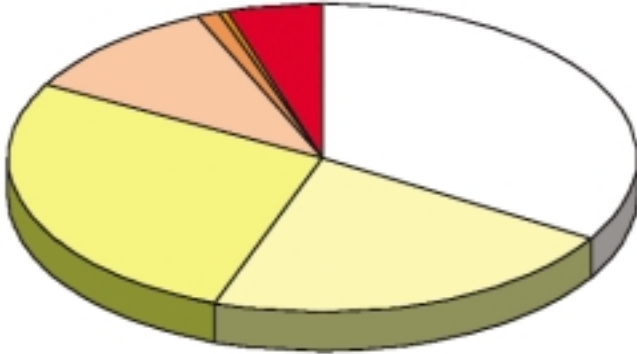
*"I would have liked to have known if you had received my application within two weeks"*

*"I thought they were not interested enough to reply"*

*"Had no interest in my case"*

The customers who gave a positive rating did not add any comments.

**Q3: If you telephoned us, do you consider the time taken to respond to your telephone call was:**



**Additional comments:**

*" I only phoned war pensions det once when i got the letter saying I was granted war pension 22/1/2001 but i thought the person very nice and understanding ps usually at dss offices when you phone they are very unhelpful"*

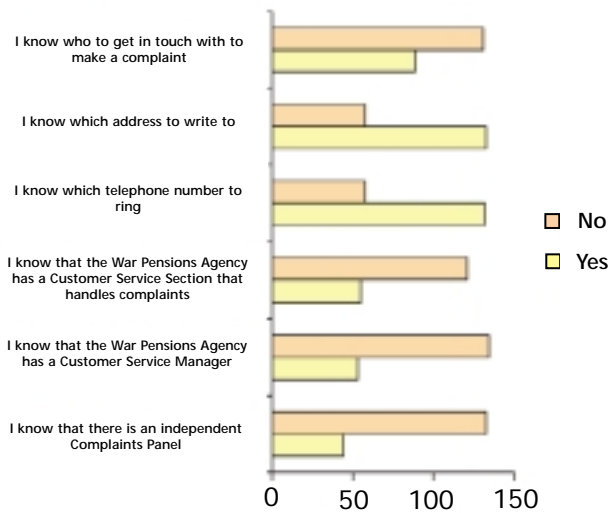
*"It took ages to get through"*

# Part Three

## COMPLAINTS AND PUTTING THINGS RIGHT

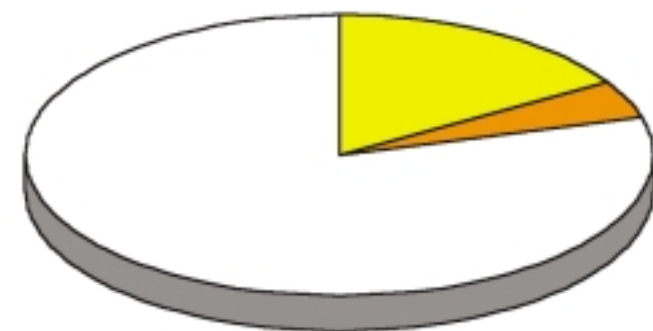
Part 3 of the survey seeks to establish the way the Agency deals with complaints and whether the customer considers the Agency has "put things right" as a result of their complaints.

**Q1: Do you know about the different ways you can complain to the War Pensions Agency?**



This question sought to establish customers awareness of the complaints process as the table shows some improvement could be made.

**Q2: Did you make a complaint during the time we were dealing with your claim or allowance?**



Not Answered (16.3%) 82  
 Yes (4.4%) 22  
 No (79.4%) 400

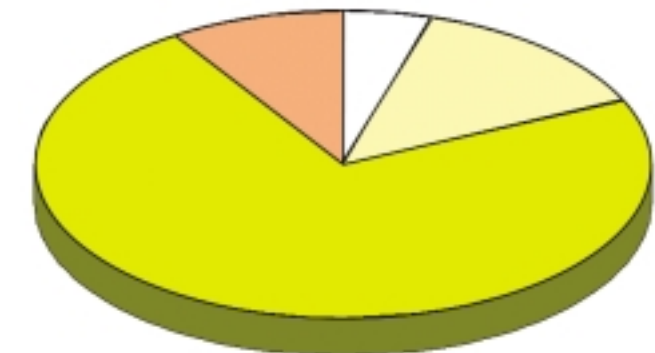
**Q3: If you made a complaint, what was the complaint about?**



Not satisfied with the decision on your claim (66.7%) 16  
 Delay in payment (4.8%) 2  
 Delay in dealing with your claim or allowance (28.6%) 6

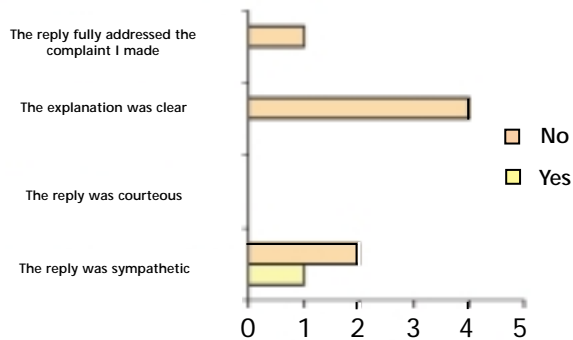
This question sought to establish the nature of the complaint, the majority of which were as a result of dissatisfaction with the outcome of the claim. The figures should be treated with a degree of caution as several customers have stated more than one reason for complaint.

**Q4: If you made a complaint, do you feel that the timing of our response was:**



Not answered (4.5%) 1  
 Quick (13.6%) 3  
 Quite slow (72.7%) 16  
 Very slow (9.1%) 2

**Q5: Which statement below best describes the way your complaint was handled?**



Questions 4 and 5 sought to gauge customer's perception of the speed of response and how the complaint was handled. Of the 22 who had made a complaint, 18 thought the response was either quite slow or very slow.

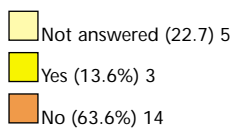
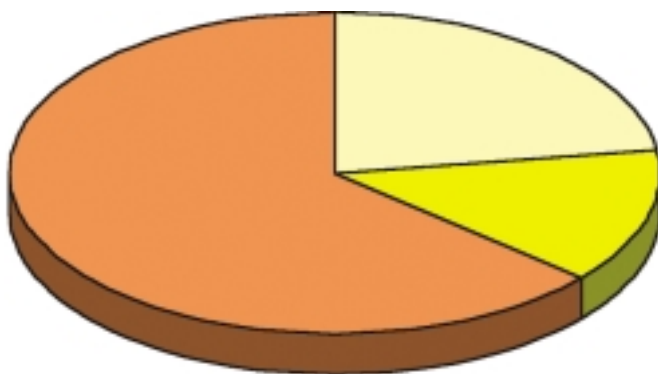
**Additional comments:**

*" I am still in need of your help"*

*" You called my husband a liar"*

*" No information on tribunal claim"*

**Q6: If you made a complaint did we "put things right"?**



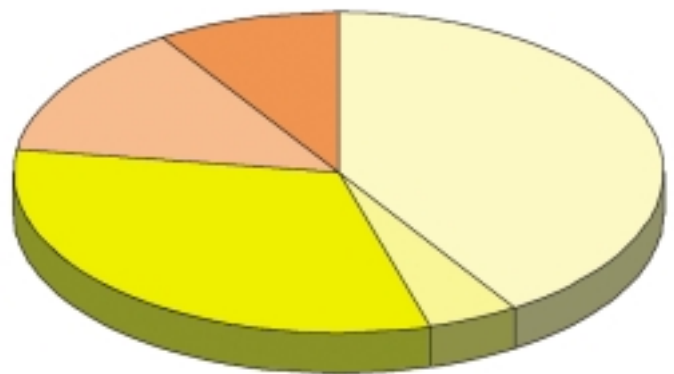
14 customers were not satisfied that we had "put things right". In the main the reasons for dissatisfaction were more in relation to the claim outcome.

**Additional comments:**

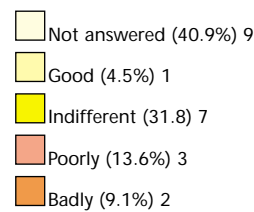
*"British Legion now dealing with it"*

*"I do not agree with your decision and I have lodged an appeal and I am still waiting"*

**Q7: If you made a complaint, how would you rate**



*the overall way we dealt with your complaint?*



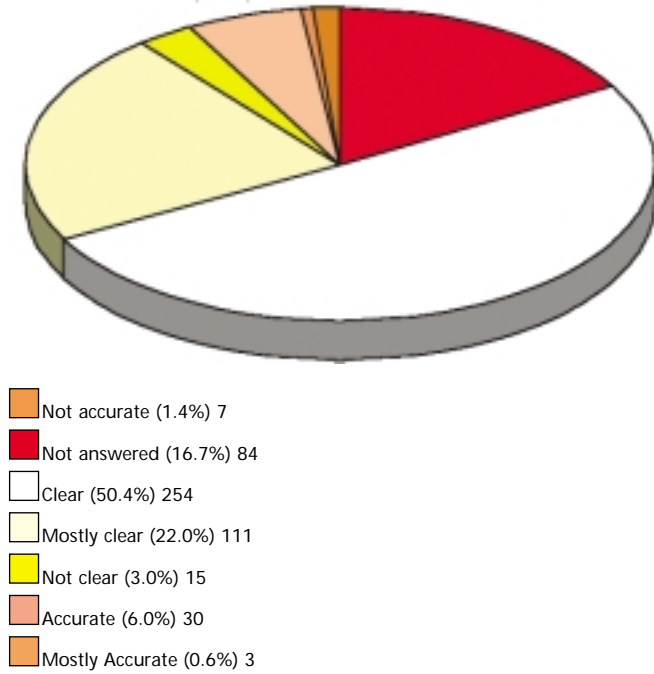
Of the 22 people who made a complaint, only 13 people answered this question with 8 stating the overall service as good or indifferent. 5 customers thought their complaint was handled poorly or badly.

# Part Four

## SERVICE QUALITY

Part 4 of the questionnaire was centred around the customer's perception of the quality of service.

**Q1: Which of the following describes the clarity of the information we gave?**



This question asked customers about the clarity of information received from the Agency. There were a total of 420 answers. 254 (50.4%) said the information given was clear, 111 (22%) said mostly clear. Only 15 customers said that the information was not clear.

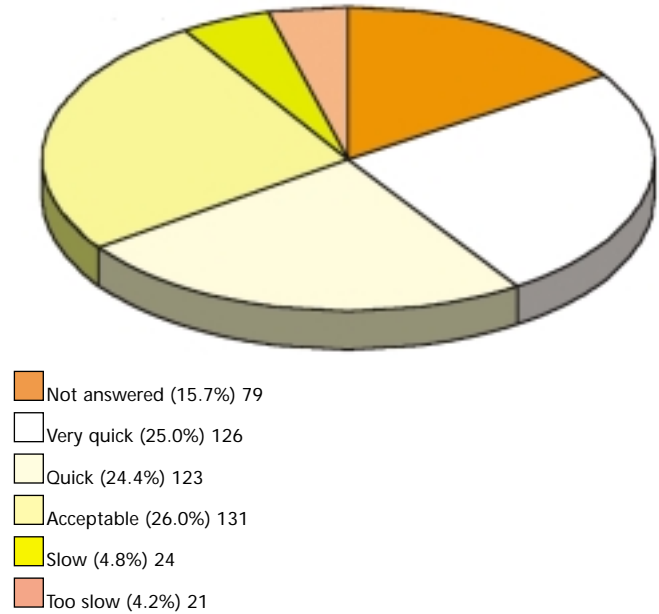
### Additional comments:

*"more literature for war widows please"*

*"The information about obtaining a marriage cert was incorrect the person I spoke to said could get a copy from local registry office even though it was a marriage in berkshire I was told I could get a copy from the office in the appropriate town when I phoned blackpool register office"*

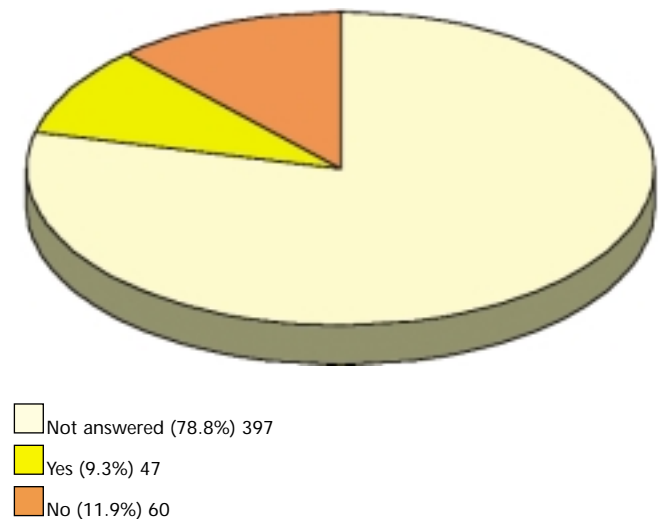
*"Why i put mostly clear was because I'm hard of hearing and wear an aid."*

**Q2: Which of the following best describes how you feel about the time taken to finalise your claim?**



Of the 425 who answered this question a pleasing 249 (59.4%) thought the time taken to finalise the claim was either very quick or quick and 131 (26%) indicated that the time was acceptable. The remainder, less than 10%, indicated that the service was slow or too slow.

**Q3: If your claim was unsuccessful, did you understand why?**



We sought to establish whether the claimant had understood the reason given for the rejection. Of the 107 whose claim was unfavourable 47 (9.3%) understood why the claim was unsuccessful, the remainder did not understand why the claim was unsuccessful.

**Additional comments:**

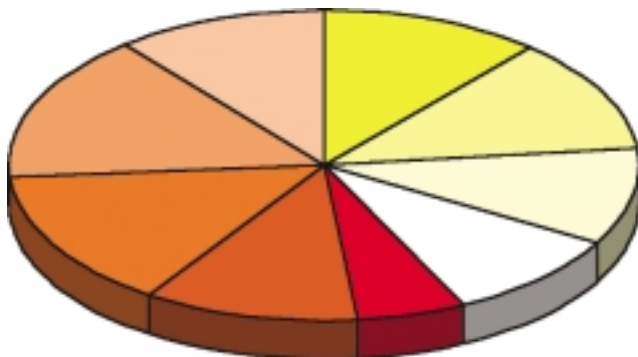
*"The article I saw stated that we can apply for a War Pensions even though I'm on Housing benefit. My husband was a regular soldier but we never got anything except £250 when he left the service in 1946"*

*"It was not explained clearly why it was refused"*

*"All the case notes use too much medical terminology you need to be a doctor to understand them"*

*"You had awarded an interim payment to my husband so it was accepted that he had asbestosis and i think it contributed to the cancer he had"*

**Q4: The War Pensions Agency has certain targets and standards of service that it recognises as important to customers. Please rate the following according to their importance to you.**



- a. To give clear and accurate advice 1st choice
- b. Friendly and helpful staff 2nd choice
- c. To acknowledge written enquiries and complaints within 5 working days 3rd choice
- d. For 90% of all claims to meet target on entitlement and decisions 4th choice
- e. To pay the right money the first time 5th choice
- f. To regularly inform customers of the progress of their case 6th choice
- g. To respond to written enquiries and complaints within 10 working days 7th choice
- h. To answer all calls to War Pensions Agency Helpline within an average of 30 seconds 8th choice
- i. To attend to visitors within 10 minutes of arrival/appointment 9th choice

A large majority of customers had difficulty completing this question. Customers either did not complete the questions or the boxes were ticked instead of numbered. As you can see from the segmentation on the above pie chart, there is very little difference between choices apart from the ninth choice, which did not feature heavily in anyone's answers.



**Q5: Which of these words best describes the overall service you received from the War Pensions Agency?**

- Very poor (0.4%) 2
- Excellent (48.1%) 221
- Good (32.9%) 151
- Acceptable (14.6%) 67
- Indifferent (2.6%) 12
- Poor (1.3%) 6

This question asked customers to rate the overall service received from the Agency. There were 459 responses to this question with some very positive results. The majority 439 (96%) indicated that overall service was "Excellent/good/acceptable" with only 1.7% considered that the service was "Poor/Very poor"

**Additional comments:**

*"When I became a widow it seemed ages waiting for a reply I realise it takes time to sort things out when you are in stress everything seems longer."*

*"A helpful person on the telephone to listen"*

*"I found your service friendly and helpful only sorry I did not get the pension i had hoped for"*

*"With my own experience nothing could improve I was very pleased with all the help I got during my very unhappy time"*

*"Again I would stress the problem of making contact by phone but I do appreciate the service once contact is made"*

*"In my own particular case there were no problems so I cant see where improvements could be made"*

*"I have only been a war widow for a short time but in that time I have found your welfare service excellent also very friendly and helpful also the telephone service helpful and quick"*

*"Your service to me up to the present time I think you are doing a wonderful job"*

# APPENDIX 1



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Date: September 2002

Dear Madam,

At the War Pensions Agency we want to make sure that our services match your needs by:

- getting your views about the quality of service we provide
- responding to your expectations
- finding areas in which we can improve

According to our records you have made contact with the Agency's Widows Group in the past 6 months and we would be grateful if you could spare some time to complete the attached questionnaire.

Most questions simply require a tick in the appropriate box. Where space is provided for additional information we hope you can provide this.

**Please give your honest views and opinions on the service the Widows Group provided.**

All your answer will be treated in the strictest confidence.

The information you give will be used to help us to understand customer's views and preferences. It will also help us to plan and implement service improvements.

We hope you will complete the questionnaire and return it to us in the enclosed pre-paid envelope.

Thank you for your help.

Yours faithfully

David Johnson  
Customer Services Manager

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# IMPROVING OUR SERVICE TO YOU

## PART 1. ACCESS AND CONTACT

### 1. When you made your claim to Widow's Group, how easy was it to get information on how to apply?

(Please tick the box which most applies to your experience)

- Very easy
- Easy
- Fairly easy
- Difficult
- Very difficult
- I knew how to claim

If you have answered "Difficult" or "Very difficult", please explain.

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### 2. Did you get this information from?

- War Pensions Agency
- War Pensions Welfare Service
- Citizens Advice Bureau
- Ex Service Organisation
- Other - please tell us who supplied the information

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### 3. Did you have to complete a claim form?

- Yes go to question 4
- No go to question 6

**4. How easy was it to fill in?**

- Very easy
- Easy
- Fairly easy
- Difficult
- Very difficult

**5. If you had difficulties filling in the claim form, what were they?**

(Tick all the boxes that apply to how you feel)

- The questions were not clear
- I did not really understand the questions
- There was not enough space to write answers
- The instructions were not clear
- The form was too complicated
- The layout of the form made it difficult to fill in
- Others, please tell us

**6. Did you contact the Agency about your claim before it was finalised?**

- Yes go to question 7
- No go to question 8

**7. Please tell us why you contacted us?**

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**8. How do you prefer to contact the War Pensions Agency?**

(Tick one box to show your preference)

- By telephone
- By written enquiry
- By email
- By fax
- Via the War Pensioners' Welfare Service
- By asking someone else to contact us on your behalf e.g. Citizens Advice Bureau, Ex-Service Organisation, Solicitor.

**9. How do you prefer the War Pensions Agency to contact you?**

(Please number your preferences on a scale of 1 – 6. One being your first preference and 6 your last. For example if you preferred to be contacted in writing put 1 in that box and if your second choice is by telephone put 2 in that box and so on).

- By telephone
- By written enquiry
- By email
- By fax
- Via the War Pensioners' Welfare Service
- By asking someone else to contact us on your behalf e.g. Citizens Advice Bureau, Ex-Service Organisation, Solicitor.

**10. The War Pensions Widow's Group aims to give you a decision on your claim within a 36 working day period. If a decision cannot be given on your claim within a 36 working day period, how often do you think we should provide you with an update?**

(Tick one box)

- Every 2 weeks
- Every 4 weeks
- Every 8 weeks
- Only when we have something to tell you
- Others please specify

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**11. Did you telephone us during the time of your claim was being dealt with?**

- Yes go to question 12
- No go to Part 2 on page 6 " RESPONSE TIMES "

**12. Did the person you spoke to:**

	<b>Yes</b>	<b>No</b>
Tell you their name	<input type="checkbox"/>	<input type="checkbox"/>
Speak politely to you	<input type="checkbox"/>	<input type="checkbox"/>
Appear to be interested	<input type="checkbox"/>	<input type="checkbox"/>
Explain things clearly to you	<input type="checkbox"/>	<input type="checkbox"/>
Tell you the name of the office (eg War Pensions Helpline)	<input type="checkbox"/>	<input type="checkbox"/>
Tell you all that you needed to know	<input type="checkbox"/>	<input type="checkbox"/>
Allow you to ask questions	<input type="checkbox"/>	<input type="checkbox"/>
Put you through to another person	<input type="checkbox"/>	<input type="checkbox"/>
If you were put through to another person, did they help you further? (leave blank if you were not put through to someone else)	<input type="checkbox"/>	<input type="checkbox"/>

**Please add any further comments about how we spoke to you on the telephone.**

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**PART 2 – RESPONSE TIME**

**1. When last writing to us, how long did it take us to reply to your correspondence?**

- One week or less
- Over one week
- Over two weeks
- Over three weeks
- Over four weeks

Others please state

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2. Do you consider the time taken to respond to your correspondence was:

- Excellent
- Good
- Acceptable
- Poor
- Very Poor
- If you have ticked "Poor" or "Very Poor" please tell us why.

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3. If you telephoned us, do you consider the time taken to respond to your telephone call was:

- Excellent
- Good
- Acceptable
- Poor
- Very Poor
- Did not phone WPA
- If you have ticked "Poor" or "Very Poor" please tell us why.

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### PART 3 – COMPLAINTS AND PUTTING THINGS RIGHT

1. Do you know about the different ways you can complain to the War Pensions Agency?

	Yes	No
I know who to get in touch with to make a complaint	<input type="checkbox"/>	<input type="checkbox"/>
I know which address to write to	<input type="checkbox"/>	<input type="checkbox"/>
I know which telephone number to ring	<input type="checkbox"/>	<input type="checkbox"/>
I know that the War Pensions Agency has a Customer Service Section that handles complaints	<input type="checkbox"/>	<input type="checkbox"/>

I know that the War Pensions Agency has a Customer Service Manager

I know that there is an Independent Complaints Panel

**2. Did you make a complaint during the time we were dealing with your claim or allowance?**

- Yes go to question 3
- No go to Part 4 page 9 "Service Quality"

**3. If you made a complaint, what was your complaint about?**

(Tick any that apply)

- Not satisfied with the decision on your claim
- Delay in payment
- Delay in dealing with your claim or allowance

**4. If you made a complaint do you feel that the timing of our response was:**

- Very quick
- Quite
- Quite slow
- Very slow

**5. Which statement below best describes the way your complaint was handled?**

(Tick all that apply)

	Yes	No
The reply fully addressed the complaint I made	<input type="checkbox"/>	<input type="checkbox"/>
The explanation was clear	<input type="checkbox"/>	<input type="checkbox"/>
The reply was courteous	<input type="checkbox"/>	<input type="checkbox"/>
The reply was sympathetic	<input type="checkbox"/>	<input type="checkbox"/>

**6. If you made a complaint did we "put things right"?**

- Yes
- No

If you answered "No" please explain why

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**7. If you made a complaint, how would you rate the overall way we dealt with your complaint?**

- Very good
- Good
- Indifferent
- Poorly
- Badly

Please add any additional comments you may have in this space below.

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**PART 4. SERVICE QUALITY**

**1. Which of the following describes the clarity of the information we gave (either in writing or by telephone):**

(Tick one box)

- Clear
- Mostly clear
- Not clear

(Tick one box)

- Accurate
- Mostly accurate
- Not accurate

Others, please explain

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**2. Which of the following best describes how you feel about the time taken to finalise your claim?**

- Very quick
- Quick
- Acceptable
- Slow
- Too slow

**3. If your claim was unsuccessful, did you understand why?**

Yes

No

If you have answered "No" please explain

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**4. The War Pensions Agency has certain targets and standards of service that it recognises as important to customers. Please rate the following according to their importance to YOU. Number each box from 1 – 9 (1 being the most important and 9 the least). For example if you think box "b" is the most important to you put 1 in that box. If your second choice is "d" put 2 in that box and so on.**

- a. For 90% of all claims to meet a quality target
- b. To acknowledge written enquiries and complaints within 5 working days
- c. To respond to written enquiries and complaints within 10 working days
- d. To answer calls to War Pensions Agency Helpline within an average of 30 seconds
- e. To attend to visitors within 10 minutes of arrival/appointment
- f. To pay the right money the first time
- g. Friendly and helpful staff
- h. To give clear and accurate advice
- i. To regularly inform customers of the progress of their case

**5. Which of these words best describes the overall service you received from the War Pensions Agency?**

- Excellent
- Good
- Acceptable
- Indifferent
- Poor
- Very poor

6. Finally can we ask you to tell us your thoughts on how we can improve our services to make it easy and ser friendly? Please also tell us about any part of our service that you are especially unhappy with.

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What age group are you?

- 20 - 30
- 31 - 50
- 51 - 70
- Over 70

Thank you for taking the time to complete this questionnaire.



