

QUESTIONNAIRE

In line with the Customer Care Charter, Officers should aim to respond to Member's letters, faxes, and e-mails within 10 working days of receipt.

Is the Customer Care Charter being followed in your experience? YES / NO

If not, please give examples for the period January to October 2014.

Please print your name and return to the Members Services Team by Friday, 14 November 2014.

Name: _____

Examples: