

**PIP Questionnaire**

1. Throughout your PIP claim have the people you have dealt with been helpful?

Yes  No  Mostly

1a) Comments

1. Do you feel you have been treated with fairness and respect from our People?

Yes  No  Mostly

2a) Comments

1. How satisfied were you with the level of communication you received throughout your pip process?

Satisfied  Dissatisfied  No opinion

3a) Comments





1. How easy was it to find information on pip and the services we offer?

Very Easy  Easy  Very Difficult  Difficult

4a) Comments

1. What has been your overall PIP customer service experience?:

Excellent/Very Good  Good/Satisfactory  Unsatisfactory

5a) Comments

1. What part of the PIP Journey is the customer on?:

For example: New Claims, Appeals, Award Review stage

