

**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

