



PIP Questionnaire

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

Yes No Mostly

1a) Comments

2) Do you feel you have been treated with fairness and respect from our People?

Yes No Mostly

2a) Comments

3) How satisfied were you with the level of communication you received throughout your pip process?

Satisfied Dissatisfied No opinion

3a) Comments



Return completed questionnaires by post to:
PIP Operations Manager Team 2 Disability Services, Department for Work and Pensions, Disability Service & Dispute Resolution Directorate, Chorlton Service Centre, 6th Floor Graeme House, Chorlton, Manchester M21 9BU
or by email to susan.perry@jobcentreplus.gsi.gov.uk

4) How easy was it to find information on pip and the services we offer?

Very Easy Easy Very Difficult Difficult

4a) Comments

5) What has been your overall PIP customer service experience?:

Excellent/Very Good Good/Satisfactory Unsatisfactory

5a) Comments

6) What part of the PIP Journey is the customer on?:

For example: New Claims, Appeals, Award Review stage



Return completed questionnaires by post to:
PIP Operations Manager Team 2 Disability Services, Department for Work and Pensions, Disability Service & Dispute Resolution Directorate, Chorlton Service Centre, 6th Floor Graeme House, Chorlton , Manchester M21 9BU
or by email to susan.perry@jobcentreplus.gsi.gov.uk