

## Appendix 3

### Happy or Not - Member survey

i) Stage one: Choose a smiley

How would you rate our service today?

😊 😊 😞 😡

HappyOrNot

ii) Stage two: confirm reason for choice

Positive

What was good?

Efficient processes

Knowledgeable staff

Friendly and helpful staff

Clear communication

Quick response

Skip

HappyOrNot

Negative

What issues did you encounter?

Inefficient processes

Poor customer service

Unclear communication

Not enough communication

Slow response time

Skip

HappyOrNot

iii) Stage three: Open comments box

Would you like to add anything?

Tell us more.

Skip Submit

HappyOrNot