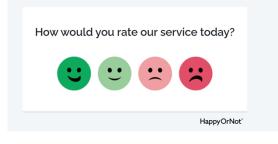
Appendix 3

Happy or Not - Member survey

i) Stage one: Choose a smiley



ii) Stage two: confirm reason for choice

Positive

Negative

What was good?		What issues did you encounter?
Efficient processes		Inefficient processes
Knowledgeable staff		Poor customer service
Friendly and helpful staff		Unclear communication
Clear communication		Not enough communication
Quick response		Slow response time
	Skip	Skip
	HappyOrNot [®]	HappyOrNot

iii) Stage three: Open comments box

