

# Member Complaint Resolution Satisfaction Survey

Dear [Member's Name],

We hope this message finds you well. As part of our commitment to providing excellent service, we would like to invite you to share your feedback regarding your recent experience with our complaint resolution process.

Please take a moment to answer the following questions:

1. How satisfied were you with the resolution of your complaint?
  - Very Satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very Dissatisfied
2. Was your complaint addressed in a timely manner?
  - Yes
  - No
3. How would you rate the professionalism of our staff during the resolution process?
  - Excellent
  - Good
  - Average
  - Poor
4. Any additional comments or suggestions?

Your feedback is invaluable in helping us improve our services. Please reply to this email with your responses by [Deadline Date].

Thank you for your time and assistance.

Sincerely,  
[Your Name]  
[Your Position]  
[Your Organization]