

## Ofcom Complaints Handling Tracker 2024: Questionnaire

### NOTE TO SCRIPTER:

- Do not show question numbers on html questionnaire
- Do not show section headings
- Include back and next buttons on each page
- Include percentage completion display

### ONLINE INVITATION

Panel provider will send invitation to their panellists. Within the invitation is an indication of the subject matter – i.e. study relating to communications services they use.

### INTRODUCTION

This study is being conducted for Ofcom, the regulator for the UK communications industry. Ofcom is very interested in hearing your views on a variety of things including home phones, mobile phones, broadband and pay TV. The survey will last up to 5 minutes.

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DETAILED REASONS FOR COMPLAINT AND EXPERIENCE OF COMPLAINT WILL NOT BE ASKED OF PROVIDERS/SERVICES HIGHLIGHTED IN GREY, BUT WE INCLUDE RESPONSES FOR THESE UP TO Q6 (SERVICE COMPLAINED ABOUT).

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Q19 ASK ALL

What is your age?

Please type in.

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SCRIPTER PLEASE CODE TO THE FOLLOWING AGE BANDS

1. 16-17
2. 18-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. 65+

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QDISINTRO ASK ALL

The next question relates to disabilities and could be considered as a sensitive topic. Please indicate if you are happy to answer this question or not.

Please select one.

SINGLE CODE.

1. Yes
2. No

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QDIS ASK ALL YES – CODE 1 AT QDISINTRO

Which of these, if any, impact or limit your daily activities or the work you can do?

Please select all that apply.

MULTI CODE. ROTATE CODES 1-9.

1. Hearing – Poor hearing, partial hearing, or are deaf
2. Eyesight – Poor vision, colour blindness, partial sight, or are blind
3. Mobility – Cannot walk at all/use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty
4. Dexterity – Limited ability to reach/difficulty opening things with your hands/difficulty using a telephone handset, television remote control, computer keyboard, etc.
5. Breathing – Breathlessness or chest pains
6. Mental abilities – Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration
7. Social/behavioural – Conditions associated with this (such as autism, attention deficit disorder, etc.)
8. Your mental health – Anxiety, depression, or trauma-related conditions, for example
9. Other illnesses/conditions which impact or limit your daily activities/the work you do
10. Prefer not to say
11. Don't know
12. Nothing – no impairments or conditions impact or limit my daily activities or work that I do

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Q1 ASK ALL

Which company does your household use for its landline telephone service?

If you have more than one household landline connection, please select the one you use most often.

Please select all that apply.

SINGLE CODE.

1. BT
2. Sky
3. TalkTalk
4. Virgin Media
5. EE
6. Plusnet
7. Post Office
8. Vodafone
9. Other
10. Don't have a landline telephone/line rental service
11. Don't know

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Q2 ASK ALL

And thinking of your personal mobile phone, which network are you on?

Please don't include any mobile service provided to you by your work. If you have more than one mobile phone network provider, please select the one you use most often.

Please select one.

SINGLE CODE.

1. EE
2. O2
3. Tesco Mobile
4. Three
5. [CODE NOT INCLUDED]
6. Vodafone
7. giffgaff
8. BT Mobile
9. iD Mobile
10. Lycamobile
11. Sky Mobile
12. Lebara
13. Other
14. Don't have a personal mobile
15. Don't know

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Q14 ASK ALL WITH MOBILE – CODE 1-11 OR 13 AT Q2

Is your personal mobile phone on a contract or pay as you go?

Please select one.

SINGLE CODE.

1. Contract (with monthly bills)
2. Pay as you go
3. Don't know

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Q3 ASK ALL

Which company does your household use for its fixed broadband internet connection?

Please think about broadband used through your household phone line (or through cable if Virgin Media) only, not a mobile broadband connection from a USB dongle plugged into your computer.

If you have more than one household broadband internet connection, please select the one you use most often.

Please select one.

SINGLE CODE.

1. BT
  2. EE
  3. Sky
  4. TalkTalk
  5. Virgin Media
  6. Plusnet
  7. Post Office
  8. Vodafone
  9. Other
  10. Don't have a fixed broadband service
  11. Don't know
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Q4 ASK ALL

Which company does your household use for cable, satellite or other Pay TV, if any?

By this we mean traditional pay TV providers, **not** including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.

If you use more than one company, please select the one which you use most often.

Please note: BT TV has been rebranded to EE TV, and EE TV is now provided by both BT and EE. **If you have EE TV, please select the provider that bills you for the service.**

Please select one.

SINGLE CODE.

1. BT (giving me access to EE TV, previously known as BT TV)
2. EE
3. Sky
4. TalkTalk
5. Virgin Media
6. Other
7. Don't have a pay TV service
8. Don't know

Q5 ASK FOR ALL COMPANIES CODED AT Q1-Q4 (Q1 CODES 1-8, Q2 CODES 1-11, Q3 CODES 1-8, Q4 CODES 1-4) BUT ONLY ASK OF EACH COMPANY ONCE IF USED FOR MORE THAN ONE PRODUCT:

Thinking of [COMPANY] and the services you buy from them, have you contacted them **with a complaint** in the **last 6 months** (i.e. since June) by telephone, email, webchat, mobile application, social media, letter, or in store?

- ASK FOR **BT** IF Q1 CODED 1 OR Q2 CODED 8 OR Q3 CODED 1 OR Q4 CODED 1
- ASK FOR **EE** IF Q1 CODED 5 OR Q2 CODED 1 OR Q3 CODED 2 OR Q4 CODED 2
- ASK FOR **O2** IF Q2 CODED 2
- ASK FOR **SKY** IF Q1 CODED 2 OR Q2 CODED 11 OR Q3 CODED 3 OR Q4 CODED 2
- ASK FOR **TALKTALK** IF Q1 CODED 3 OR Q3 CODED 4 OR Q4 CODED 3
- ASK FOR **TESCO** IF Q2 CODED 3
- ASK FOR **THREE** IF Q2 CODED 4
- ASK FOR **VIRGIN MEDIA** IF Q1 CODED 4 OR Q3 CODED 5 OR Q4 CODED 4
- ASK FOR **VODAFONE** IF Q1 CODED 8 OR Q2 CODED 6 OR Q3 CODED 8
- ASK FOR **GIFFGAFF** IF Q2 CODED 7
- ASK FOR **PLUSNET** IF Q1 CODED 6 OR Q3 CODED 6
- ASK FOR **LEBARA** IF Q2 CODED 12
- ASK FOR **POST OFFICE** IF Q1 CODED 7 OR Q3 CODED 7
- ASK FOR **ID MOBILE** IF Q2 CODED 9
- ASK FOR **LYCAMOBILE** IF Q2 CODED 10

Please select one.  
SINGLE CODE.

1. Yes
2. No
3. Don't know

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ASK Q6 AND Q7 IN A LOOP FOR THESE SPECIFIED PROVIDERS IF:

- **BT** – IF USE BT AT 2 OR MORE OF Q1/Q2/Q3/Q4 AND CODE 1 FOR BT AT Q5
- **EE** – IF USE EE AT 2 OR MORE OF Q1/Q2/Q3/Q4 AND CODE 1 FOR EE AT Q5
- **SKY** – IF USE SKY AT 2 OR MORE OF Q1/Q2/Q3/Q4 AND CODE 1 FOR SKY AT Q5
- **TALKTALK** – IF USE TALKTALK AT 2 OR MORE OF Q1/Q3/Q4 AND CODE 1 FOR TALKTALK AT Q5
- **VIRGIN MEDIA** – IF USE VIRGIN MEDIA AT 2 OR MORE OF Q1/Q3/Q4 AND CODE 1 FOR VIRGIN MEDIA AT Q5
- **PLUSNET** – IF USE PLUSNET AT Q1 AND Q3 AND CODE 1 FOR PLUSNET AT Q5
- **VODAFONE** – IF USE VODAFONE AT 2 OR MORE OF Q1/Q2/Q3 AND CODE 1 FOR VODAFONE AT Q5

Q6 Thinking now of the most recent complaint you had to contact [COMPANY] about, which of the services that you buy from them was it relating to?

Please select all that apply.  
MULTI CODE.

1. Landline telephone service or line rental (FROM Q1)
2. Mobile phone service (FROM Q2)
3. Fixed Broadband internet (FROM Q3)
4. Cable, satellite or other Pay TV (FROM Q4)

ASK Q7 AND Q7A-C FOR ALL COMPANIES CODED AT Q1/Q2/Q3/Q4 (Q1 CODES 1-6 & 8, Q2 CODES 1-4 & 6-7 & 11-12, Q3 CODES 1-6 & 8, Q4 CODES 1-4) AND CODED 1 AT Q5 BUT ONLY ASK EACH COMPANY ONCE IF USED FOR MORE THAN ONE PRODUCT:

- **BT** – IF USE BT AT ANY OF Q1/Q3/Q4 AND CODED 1 FOR BT AT Q5
- **EE** – IF USE EE AT ANY OF Q1/Q2/Q3/Q4 AND CODED 1 FOR EE AT Q5
- **O2** – IF USE O2 AT Q2 AND CODED 1 FOR O2 AT Q5
- **SKY** – IF USE SKY AT ANY OF Q1/Q3/Q4 AND CODED 1 FOR SKY AT Q5
- **TALKTALK** – IF USE TALKTALK AT ANY OF Q1/Q3/Q4 AND CODED 1 FOR TALKTALK AT Q5
- **TESCO MOBILE** – ASK FOR TESCO IF Q2 CODED 3 AND CODED 1 FOR TESCO AT Q5
- **THREE** – ASK FOR THREE IF Q2 CODED 4 AND CODED 1 FOR THREE AT Q5
- **VIRGIN MEDIA** – IF USE VIRGIN MEDIA AT ANY OF Q1/Q3/Q4 AND CODED 1 FOR VIRGIN MEDIA AT Q5
- **VODAFONE** – ASK FOR VODAFONE IF Q2 CODED 6 AND CODED 1 FOR VODAFONE AT Q5
- **GIFFGAFF** – ASK FOR GIFFGAFF IF Q2 CODED 7 AND CODED 1 FOR GIFFGAFF AT Q5
- **PLUSNET** – IF USE PLUSNET AT ANY OF Q1/Q3 AND CODE 1 FOR PLUSNET AT Q5
- **LEBARA** – ASK FOR LEBARA IF Q2 CODED 12 AND CODED 1 FOR LEBARA AT Q5

Q7 And thinking of the most recent complaint you had to contact [COMPANY] about, which one of the following categories did the issue fall into? Was it to do with...

Please select one. If you were contacting [COMPANY] about more than one complaint, on the most recent occasion you contacted them with a complaint, please select the **main issue**. SINGLE CODE. RANDOMISE, 'SOMETHING ELSE' REMAIN BOTTOM.

1. A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill
  2. A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem
  3. A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive
  4. Dissatisfaction with customer service from a previous occasion or contact
  5. The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G, 4G or 5G) in certain areas, text (SMS or IM) or voice mails delivered late, slow broadband speeds, poor call/line/picture quality or unable to get certain TV channels/content
  6. Or something else
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Q7A-C And more specifically, which of the following best describes what the complaint you contacted [PROVIDER] was concerning?

IF MOBILE ISSUE ONLY AND A REPAIRS COMPLAINT (I.E. IF TAKE NO OTHER SERVICES FROM MOBILE PROVIDER USED AT Q2 AND CODE 1 FOR MOBILE PROVIDER AT Q5 **OR** ONLY CODE 2 SELECTED FOR A PROVIDER AT Q6 **AND** CODE 2 AT Q7) THEN ASK THE FOLLOWING INSTEAD: And more specifically, please describe what the complaint you contacted [PROVIDER] was concerning?

ROTATE CODES WITHIN EACH HEADING, EXCEPT FOR 'A DIFFERENT ISSUE' WHICH IS ALWAYS LAST RESPONDENT IS ONLY SHOWN CODES RELATING TO THE SERVICE THEY USE THE PROVIDER FOR, OR IF CALL WAS RELATING TO MULTIPLE SERVICES, THEN FOR ALL THOSE SERVICES.

CODES ARE RELEVANT TO ALL SERVICES UNLESS MARKED SPECIFICALLY IN BRACKETS AFTERWARDS.

Please select all that apply.

MULTI CODE.

**A. Billing (USE THIS LIST IF CODES 1 AT Q7)**

1. Bill was inaccurate
2. Bill contained items I shouldn't have been charged for
3. Pre-pay credit lost or not credited to card (MOBILE)
4. Costs of international and roaming calls (MOBILE)
5. Costs of going above data allowance (MOBILE)
6. Bill was a lot higher than expected
7. The format of the bill
8. Payment issues (including setting up/making a payment, non-direct debit charges)
9. Getting a refund, credit note or cashback
10. A different issue (please describe it briefly in your own words) \_\_\_\_\_

**B. Service issues (USE THIS LIST IF CODE 5 AT Q7)**

1. Poor line quality (LANDLINE)
2. Poor picture quality (PAY TV)
3. Unable to get certain channels/content (PAY TV)
4. Complete loss of service
5. Service is not consistently available
6. Poor indoor reception/coverage (MOBILE)
7. Poor outside reception/coverage (MOBILE)
8. Unable to access 4G service (MOBILE)
9. Unable to access 5G service (MOBILE)
10. Text or voice mails delivered late (MOBILE)
11. Problems with calls being disconnected during a call or not connected at all (MOBILE)
12. Connection speed slower than advertised or led to expect (BROADBAND)
13. Problems with voice over internet (VOIP) telephone calls (BROADBAND)
14. A different issue (please describe it briefly in your own words) \_\_\_\_\_

**C. Repairs (USE THIS LIST IF CODE 2 AT Q7)**

1. Arranging an appointment for an engineer visit (LANDLINE/BROADBAND/PAY TV)
2. Missed/moved repair appointment (LANDLINE/BROADBAND/PAY TV)
3. Complaining about an engineer (LANDLINE/BROADBAND/PAY TV)
4. Damage to property during repair (LANDLINE/BROADBAND/PAY TV)



5. Time taken to repair a fault (LANDLINE/BROADBAND/PAY TV)
6. A different issue (please describe it briefly in your own words) \_\_\_\_\_  
(LANDLINE/BROADBAND/PAY TV)
7. Please describe it briefly in your own words \_\_\_\_\_? (MOBILE)

**D. Installation and set-up (USE THIS LIST IF CODE 3 AT Q7)**

1. Time taken to install the service (LANDLINE/BROADBAND/PAY TV)
2. Missed/ moved installation appointment (LANDLINE/BROADBAND/PAY TV)
3. Damage to property during installation (LANDLINE/BROADBAND/PAY TV)
4. Arranging an installation (LANDLINE/BROADBAND/PAY TV)
5. Switching issues (e.g. problems trying to switch or problems porting your number)  
(LANDLINE/MOBILE/BROADBAND/PAY TV)
6. A different issue (please describe it briefly in your own words) \_\_\_\_\_

**E. Customer service (USE THIS LIST IF CODE 4 AT Q7)**

1. Gave incorrect information
2. Rude/dismissive
3. Unable to get through to anyone
4. Didn't do what they said they would do
5. Unable to get through to relevant person
6. Took too long to resolve issue
7. A different issue (please describe it briefly in your own words) \_\_\_\_\_

**F. Something else (USE THIS LIST IF CODE 6 AT Q7)**

1. Keeping your mobile phone number when changing suppliers (MOBILE)
2. Complaining about the terms of your contract
3. Service not performing as advertised or as told in store/over the phone
4. Change to your package or service (upgrading or downgrading your service)
5. Switching issues (e.g. problems trying to switch or problems porting your number)
6. A different issue (please describe it briefly in your own words) \_\_\_\_\_

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## MAIN QUESTIONNAIRE

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ASK Q8-Q13 IN A LOOP FOR EACH PROVIDER CONTACTED. ROTATE ORDER OF PROVIDERS ASKED ABOUT IF MORE THAN ONE.

IF MORE THAN ONE PROVIDER CONTACTED, THEN INCLUDE INTRODUCTION FOR EACH PROVIDER AFTER THE FIRST: Now thinking back to the complaint, which you contacted [PROVIDER] about.

Q8 ASK ALL – ASK ONCE PER PROVIDER CONTACTED, REGARDLESS OF BUNDLING

We're now going to concentrate on the most recent complaint that you had to contact [PROVIDER] about. In dealing with [PROVIDER] about this did you contact them...?

Please select one.  
SINGLE CODE.

1. Only/mainly on the phone
2. Only/mainly via email
3. Only/mainly via webchat
4. Only/mainly via mobile app
5. Only/mainly via web form
6. Only/mainly by letter
7. Only/mainly by social media
8. Only/mainly in store
9. Only/mainly via another contact method
10. Don't know

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Q9 ASK ALL – ASK ONCE PER PROVIDER CONTACTED, REGARDLESS OF BUNDLING

Overall, how satisfied are you with the service you received from [PROVIDER] customer services with regard to the complaint that you had?

Please give your rating on a scale from '1' to '10', where '10' means that you are extremely satisfied and '1' means you are extremely dissatisfied?

Please select one.  
SINGLE CODE.

1. Extremely dissatisfied
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
10. Extremely satisfied

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Q10 ASK ALL – ASK ONCE PER PROVIDER CONTACTED, REGARDLESS OF BUNDLING

And how satisfied were you with the following aspects of [PROVIDER]'s customer service? Please rate each on a 10 point scale where 10 means that you were extremely satisfied, and 1 means that you were extremely dissatisfied.

If a statement does not apply to the contact you made, please select, 'Not applicable'

Please select one answer for each.

SINGLE CODE. RANDOMISE WITHIN EACH HEADING. INCLUDE 'NOT APPLICABLE' CODE

SCREEN 1:

**Contacting...**

- A. Ease of finding provider contact details
- B. Ease of getting through to the right person (PHONE, IF Q8/1)

**Speed...**

- C. The time taken to handle your issue

**Standard of advice...**

- D. Getting the issue resolved to your satisfaction

SCREEN 2:

**Advisor...**

- E. Courtesy and politeness of advisors
- F. Advisor doing what they said they would do
- G. Logging of query details to avoid having to repeat yourself

**General...**

- H. Offering compensation or a goodwill payment
- I. Willingness to help resolve your issue

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Q11 ASK ALL – ASK ONCE PER PROVIDER CONTACTED, REGARDLESS OF BUNDLING

In your opinion, was [PROVIDER] able to successfully resolve your complaint?

Please select one.

SINGLE CODE.

- 1. Completely resolved
- 2. Partly resolved
- 3. Not resolved at all
- 4. Don't know

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Q12 ASK IF CODE 1 AT Q11 – ASK ONCE PER PROVIDER CONTACTED, REGARDLESS OF BUNDLING

You said that your complaint was completely resolved, was it completely resolved on your **first contact** with [PROVIDER]?

Please select one.  
SINGLE CODE.

1. Yes
  2. No
  3. Don't know
-

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**CLASSIFICATION**

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Q15 ASK ALL

What is your current employment status?

Please select one.

SINGLE CODE.

1. Employed or self-employed (full-time – 30hrs/wk+)
2. Employed or self-employed (part-time – 8-29 hrs/wk)
3. Full-time responsibility for the home/family
4. Student/under education
5. Not working
6. Retired

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QHH1 ASK ALL

How many people are there in your household, including yourself and any children?

Please include anyone living with you as part of a 'family unit'.

Please type in the number.

SINGLE CODE

\_\_\_\_\_

QHH2 DO NOT ASK

SCRIPTER: PLEASE CODE SIZE OF HOUSEHOLD FROM QHH1.

SINGLE CODE

- Small (1-2 people).....1  
Medium (3-4 people).....2  
Large (5+ people).....3

QHH3 ASK ALL

QHH3 MUST BE LESS THAN QHH1

And what is the total number of children in the household (under 18)?

Please include yourself if you are under 18.

\_\_\_\_\_

SCRIPTER: PLEASE CODE ADULTS IN HOUSEHOLD = QHH1 MINUS QHH3

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Q16 ASK ALL

What is your total household income from all sources, before tax and other deductions?

Please select one.

SINGLE CODE.

1. Up to £10,399 per year (Up to £199 per week)
2. From £10,400 to £15,599 per year (From £200 to £299 per week)
3. From £15,600 to £25,999 per year (From £300 to £499 per week)
4. From £26,000 to £36,399 per year (From £500 to £699 per week)
5. From £36,400 to £51,999 per year (From £700 to £999 per week)
6. £52,000 and above per year (£1,000 and above per week)
7. Don't know
8. Would rather not say

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Q17 ASK ALL

Where do you live?

Please select one.

SINGLE CODE.

1. East Midlands
2. East of England
3. London
4. North East
5. North West
6. Scotland
7. South East
8. South West
9. Ulster/Northern Ireland
10. Wales
11. West Midlands
12. Yorks & Humber

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Q18a ASK ALL

Which of the following are you...?

Please select one.

SINGLE CODE.

1. Woman
2. Man
3. Non-binary
4. Prefer to use another term (please type in)
5. Prefer not to say

Q18b ASK ALL

Is your current gender the same as (or does your current gender align with) your sex assigned at birth?

Please select one.  
SINGLE CODE.

1. Yes
2. No
3. Prefer not to say

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Q20 ASK ALL

And which of the following best describes the main income earner in your household? If they're retired, please think back to their last job before retirement.

Please note:

1. If you live in a household with others, but have separate finances, do not include them in this question. Only consider those who have shared incomes/outgoings.
2. If the main income earner has been unemployed for less than 6 months, don't answer 'unemployed', but think back to the last job before that.
3. If they're retired and receiving a pension from employment as well as a state pension, please think back to the last job before retirement.

Please select one.  
SINGLE CODE.

SCRIPTER: DO NOT DISPLAY GRADE IN SURVEY

1. Very senior management; top level civil servant or professional (e.g. surgeon; partner in a law firm; regional bank manager; board director of medium/large firm) [A]
2. Senior or middle management in large organisation; owner of small business; principal officer in civil service/local government [B]
3. Junior management or professional; or administrative (e.g. most office workers; accounts clerk; secretary; police sergeant) [C1]
4. Skilled manual worker (e.g. plumber; electrician) [C2]
5. Manual worker (e.g. lorry driver; labourer; hotel porter) [D]
6. Casual worker without regular income; or unemployed for 6 months or longer [E]
7. Retired and receiving a state pension [E]
8. Housewife/house husband/looking after family [E]
9. Student [C1]

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Q21 ASK ALL

Which of these best describes the place you live most of the time?

Please select one.  
SINGLE CODE.

1. A city or large town (including suburbs)
2. A small town
3. A village, hamlet or isolated dwelling in the countryside
4. Prefer not to say

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QBEN ASK ALL

Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

Please select all that apply.

MULTI CODE. ROTATE CODES 1-9. ALWAYS SHOW CODES 3&4 AND 6&7 TOGETHER IN LIST ORDER

1. Income Support
2. Income-based Jobseeker's Allowance
3. Pensions Credit (Guaranteed Credit)
4. Pensions Credit (no Guaranteed Credit)
5. Employment and Support Allowance (ESA)
6. Universal Credit (and household has other earnings)
7. Universal Credit (and household has no other earnings)
8. Personal Independence Payment (PIP)
9. Carer's allowance
10. Other
11. None of these

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**Thank you for your time. These are all the questions we have for you. All your answers will be used to help us assess the level of services currently provided.**

**Please be assured that all your responses will be used anonymously**

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