

LGCSB E-mail Report

MS Ref No: Scenario: Scored by:

Email address

Authority Auth Code Type:

Scenario Type Web Form Group Address Individual Address Contractor

Scenario

1. Date enquiry sent / /
2. Was an automated response received? Yes No
3. IF YES, date automatic response received / /
4. Date first of any interim responses received (excluding automated) / /
5. Was a final response received?
(one intended to answer the query, even if it did not in fact do so) Yes No
6. IF YES, date final response received / /
7. Speed of final response
(number of working days, excluding Bank Holidays. Same day or next working day - Mon if sent Fri - count as 1)
8. Was the name of the sender given ?
(surname plus initials or first name) Yes No
9. Was the job title (or dept etc) of the sender given? Yes No
10. Was the telephone number of the sender given? Yes No
11. Was the response clear and easy to understand?
(no jargon, no acronyms such as ODPM, written in plain English) Yes No
12. Did the email address the enquirer by name?(e.g. Ms Watkins, Jane etc) Yes No
13. IF YES, was the name correct?
(spelled correctly - either first name or surname is acceptable but abbreviation only if enquiry was signed with an abbreviation) Yes No
14. Was the layout professional? (proper case, structured in paragraphs, salutation and some form of ending) Yes No
15. Was the language professional?
(no abbreviations such as txtg, no serious grammatical or spelling errors. The odd incorrect punctuation or typo can be overlooked) Yes No
16. Was the tone of the response courteous? Yes No
17. Was the query answered fully? Yes No
18. Was the quality of the response good overall?
(includes all responses if more than one) IF NO, COMMENT WHY Good OK Poor
19. Was the efficiency of the response good overall?
(includes all responses if more than one) IF NO, COMMENT WHY Good OK Poor

Enquiry Comments