**Questionnaire: Satisfaction survey**

**Section 1: Introduction**

*Note: Hello, we are conducting a short anonymous satisfaction survey. Your feedback helps us improve.*

1.1. Have you ever used our service?

**Section 2: Report header**

**Condition:** *This section is shown if question Have you ever used our service?= yes*

2.1. Operator's Name

2.2. Phone Number

2.3. Call Date

**Section 3: Satisfaction**

3.1. How would you rate your overall experience with the service?

3.2. Did you feel you were listened to during your call?

3.3. Did you receive any follow-up or feedback regarding your case?

**Section 4: Recommendations**

**Condition:** *This section is shown if question Would you feel comfortable reporting a sensitive issue through this service?= no*

4.1. Would you feel comfortable reporting a sensitive issue through this service?

4.2. If not, why?

**Condition:** *This question is shown if question Would you feel comfortable reporting a sensitive issue through this service?= no*

4.3. Do you have any suggestions to make the service more useful, effective or accessible?