

Criteria for becoming a Mystery Customer

To become a Telford & Wrekin Council Mystery Customer, you must meet all of the following criteria:

Age requirement:

All Telford and Wrekin Mystery Customers must be 18 years of age or older.

Computer access:

It is not necessary for you to own a computer but you must have Internet and email access.

Computer knowledge:

Our assignments and questionnaires are accessed via email and online, so you will need to have knowledge of how to complete online questionnaires.

Ability to remain anonymous:

When performing a Mystery Customer assignment, you must not reveal yourself as a Mystery Customer, unless you are instructed to do so. You must not take any notes or record any information whilst in view of staff members.

Reliability:

We will require all Mystery Customers to undertake assignments for us accurately and to provide us detailed feedback within 48 hours of the activity. If you are unable to carry out an assignment due to an unexpected circumstance, contact our Customer Insight Officers immediately. Please do not wait until the last minute.

Objectivity, honesty and professionalism:

You must provide honest opinions on your experiences, and all answers must be objective and professional. Feedback must be based purely on that assignment and not be based on previous experiences or personal opinions relating to the council in general. Please remember that your reports will be used as part of our training, development and improvement programme.

Accuracy:

Reports must be completed in English; please spell-check your answers before submitting them. Please read the questions carefully and make sure that there are no contradictory answers in your reports.

If a submitted report is not of an acceptable standard, information is missing or it lacks detail, we may contact you for further information. Any further information must be provided within 48 hours. We may not reimburse expenses claimed if reports are submitted late.

Access to a digital camera or camera phone:

You will be required to upload a copy of any receipts for expenses incurred and also, in some cases, a photograph as part of your completed report, and will not be able to complete your assignment without doing this. Scanned images are not acceptable.

When you register with us as a Mystery Customer, we will provide you with information about other assignments as and when they become available.

For further information, please read our full Terms and Conditions.