



Making a complex enquiry

Some situations are quite complex and it isn't always easy to get the information you need. Sometimes you need to **give information in order to get the information** you want. For example, to track the delivery of an item you've ordered you need some information such as the order reference number or the item code.

Sometimes you may only be able to get the information you want in **stages**.

Strategies for getting the information you need - by phone or face to face	Notes
Before making the call or going to an appointment, think about what information you might need.	What detailed information have you got? For example, dates, names, item codes, reference numbers and notes from previous calls or meetings
Make sure you have all the necessary information and documents at hand.	Official documents relating to the situation. For example, appointment letters, sales receipts. Will you need ID and does it need to be photo ID such as a passport or driving licence?
Plan what you want to get out of the call or meeting.	Are you trying to get something done or repaired? Do you want a date fixed for an appointment? Are you asking for a refund?
Check you're speaking to the right person or department. Say clearly who you are and what you want/why you're there.	Do you know the name of the person dealing with your query? Which department is dealing with it?
Give information if required.	
Recap to check you understand the information the person gives you and that you know what to do or what will happen next.	Summarise the information you've received. Say what you think is going to happen next - for example, another appointment or a delivery.