

Feedback Form

Please help us to improve our services. We would appreciate it if you would complete the questions below and provide us with feedback about your experience of our organisation.

You can email the completed form to:

or post the form to:

Thank you for assistance.

(Signature)

Print Name of Contact

Please place a mark [v] under the number that best reflects your impression of our organisation and the services we provide. We would also appreciate receiving any suggestions for improvements you would like to make.

	1 Poor	2 Average	3 Good	4 Excellent
Communications				
It is easy to contact our organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff/volunteers are polite and courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responses to queries are prompt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Quality				
Staff/volunteers are knowledgeable about the organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff/volunteers are knowledgeable about the services they are delivering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of work performed is satisfactory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services are delivered in a timely fashion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services delivered meet your expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall				
Your overall impression of the organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there ways in which you believe our organisation can improve services?

Are there any additional services that you would be interested in our organisation providing?

Would you feel comfortable recommending our services to other people and organisations?

Thank you for your time!