



PARENT FEEDBACK SURVEY

SHORT VERSION

We want to be sure that we are giving you the service you want.
Please fill in the attached survey and tell us what you think.

PARENT FEEDBACK SURVEY

■ PARENT FEEDBACK SURVEY - short version

1 How easy was it to get in touch with us? *Please tick*

Not at all easy

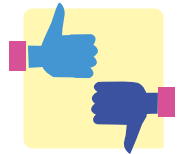
Very easy



2 How helpful was the information, advice and support we gave you?

Not at all helpful

Very helpful



3 How impartial/objective do you think we were? (Did we tell you what to think? Give our opinion to you? Or did we give you information and your options?)

Not at all impartial

Very impartial



4 What difference do you think our information, advice or support has made for you and your child?

No difference at all

A great deal of difference



5 Overall how satisfied are you with the service we gave?

Very unsatisfied

Very satisfied



6 How likely is it that you would recommend the service to others?

Very unlikely

Very likely



7 If you are happy to discuss your comments about our service may we contact you?

Yes

No

If yes, please provide your contact details

Name:

Telephone:

Email:

Thank you for your feedback!

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■ How to contact us:

Helpline number: **020 8871 8065** (24 hour answer machine)

Email: wiaass@wandsworth.gov.uk

Web: wiaass.org.uk

Wandsworth Information, Advice & Support Service
Town Hall, Wandsworth High Street, London, SW18 2PU