



PARENT FEEDBACK SURVEY

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

SECTION A Getting in touch with us

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

Not at all easy

Very easy



2 **If you left a message on our office answerphone or sent us an email were you happy with time taken to respond to you?**

Yes

No

3 **How well do you think we understood your questions or concerns?**

Not at all easy

Very easy



4 **Did you find it easy to talk to us?**

Yes

No

5 **How did you hear about us?**

WAISS Leaflet

Internet

Another parent or friend

A health professional

School, Early Years Setting or College

Other, please specify:



SECTION B Advice and Support we provided

6 **Did the WAISS...**

Yes

No

Listen to your views?

Treat you with respect (were we polite)?

Explain who we were and what our role was?

Provide a confidential service?

Give you information, advice and support (help) that met your needs?

Do everything we agreed to do?

7 **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

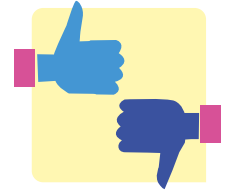


PARENT FEEDBACK SURVEY

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

Not at all helpful

Very helpful



9 What difference do you think our information, advice or support we provided has made for you and your child? *(Please tick any that apply)*

I feel that my child's needs are better understood than they were before

I feel my child is getting support and doing better at nursery/school/college

I feel my child is happier at nursery/school/college

I now have a better relationship with my child's nursery/school/college

I now have a better relationship with the Local Authority (council) or services working with my child

I feel more confident about giving my views to the Local Authority/school/college other services

I have a greater understanding of my child and my rights, the law and the support that should be made for children and young people with Special Educational Needs or a Disability.

I feel more involved in decisions about my child's education

I am happier/less worried about my child's future

I feel less confused or overwhelmed

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

Very unsatisfied

Very satisfied



11 Was there anything we could have done better?

SECTION B The future

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

Very unlikely

Very likely



PARENT FEEDBACK SURVEY

13 Do you have any other comments about our service?

14 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!



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