



## CLIENT FEEDBACK FORM

Churches Housing Action Team values your comments. In order for us to provide you with the best possible services we would welcome your answers to the following questions.

This questionnaire is completely confidential. If you require any help or do not understand anything please ask.

(Delete answers that do not apply)

1. Which of our services have you used? Tenancy Support / Housing Advice
2. How did you access this service? By phone / By email / In person
3. Where were you seen? Tiverton office / Crediton office / At your home / Elsewhere
4. Have you experienced difficulty in contacting CHAT? No / Yes
5. The service you received
  - a) Did the service meet your needs? Yes/ No/ Partially
  - b) Were you treated with respect? Yes/No/ Partially
  - c) Were you listened to? Yes/ No/ Partially
  - d) Did you understand what you were told? Yes/No/ Partially
  - e) Has your situation improved since using the service? Yes/No/Partially
  - f) Would you use the service again? Yes/ No/ Maybe
6. Would you recommend the service to anyone? Yes/No/ Maybe
7. What could we do better? .....

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8. Any other comments?(continue overleaf if necessary)

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Please return completed form to CHAT in person or using the envelope supplied

Date completed...../...../.....

s/originals/admin 2014