

# How did we do?

It is important to us that we maintain the highest standards. Please can you tell us what you think about the services that we have provided, so we can learn from your experiences and make improvements, where necessary. Please return this form to:

**FREEPOST RTYE-LRLU-ZTBA, Age UK Lancashire, Suite 22, Railway House, Railway Road, Chorley, PR6 0HW**

(Please circle)

5      4      3      2      1

1. Staff were friendly and knowledgeable:



2. I was treated with respect:



3. My privacy and confidentiality were ensured:



4. The service met my expectations:



5. I received the service at the right time for me and didn't have to wait too long:



6. How likely are you to recommend our service to friends and family:



7. Thinking about your responses, please tell us why you feel this way:

If you would like us to respond to your comments please tick this box and provide your contact details below [ ]

We will store your information securely, in line with the General Data Protection Regulation (2018)

Name: .....

Address: .....

Tel No: .....

At Age UK Lancashire we are passionate about later life and believe in giving older people choice and control over their future, helping them to remain independent.

Every donation makes a difference to the lives of older people in Lancashire and 100% of the money stays locally, directly supporting the services we provide.

Please help us be there for the people who need us most, now and for future generations by making a donation.

## **Ways to donate:**

**Donations Form** – request a form from our team or by contacting us.

**Direct Debit or Standing Order** – request a form by contacting us.

**Cheque** – post to our head office address on the front of this form or drop off at one of our centres or offices.

**Online** – visit our website: [www.ageuklancs.org.uk](http://www.ageuklancs.org.uk) and click the 'Get involved' tab.

**Text** – Type: AUKL02 and the amount you'd like to donate (for example £5) to 70070. Your message will read: AUKL02 £5

**Gift in Will** – Leave a lasting legacy by making us a chosen charity in your Will. Contact us for full details or to make a Will at one of our regular will writing days.

More details on how to leave a donation and the work we do can be found:

**[www.ageuklancs.org.uk](http://www.ageuklancs.org.uk)**

**0300 303 1234**

**[admin@ageuklancs.org.uk](mailto:admin@ageuklancs.org.uk)**

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Thank you