

How did we do?

Name / Project:

Age UK Lancashire is committed to ensuring that the services we provide meet the highest quality standards. As one of our customers we want to know what you think about our services so that we can learn from your experiences and make improvements where necessary.

It is important to us that we maintain the highest standards and this is not possible without your voice being heard so please will you take a few moments to complete this form and return to Age UK Lancashire, 61 - 63 St Thomas's Road, Chorley PR7 1JE. *Thank you.*

Please tick	Agree	Disagree	Don't know
The advice and support I received was useful and met my expectations			
I have been made aware of the full costs of any services I am receiving			
My experience with Age UK Lancashire - I have been treated with respect and dignity			
The services provided to me are well organised			
The services provided to me were at an accessible and suitable venue			
The services and information provided by Age UK Lancashire were within a reasonable timescale			
The services I attend are affordable			

Other Comments

Optional

Name:.....

Address:.....

.....

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..... Postcode:.....

Please tick here if you would like us to respond to your comments and make sure you have completed the above

This questionnaire forms part of the Age UK Lancashire "Capturing Customer Feedback Procedure"