

## How did we do?

It is important to us that we maintain the highest standards and this is not possible without your voice being heard, so please take a few moments to complete this online form below or download and complete it, returning to: FREEPOST RTYE-LRLU-ZTBA, Age UK Lancashire.

Wellbeing Centre, Moorgate, Ormskirk, L39 4RY

(Please circle)

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 the box and provide you contact details below [ ]

Name: .....

Address: .....

Telephone 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, offices or shops.

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

**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*