



# Cleaning and Shopping Service Client Satisfaction Survey

January 2018

Age UK Salford is committed to providing the best possible service to all its customers. To help us monitor and improve our services, we would like to gather your views on the cleaning and/or shopping we provide for you.

Please answer the questions below and overleaf and put the completed form into the envelope provided. You can give the sealed envelope back to your Home Service Assistant to be brought back to Age UK Salford, or post it back to us if you prefer. You can give us your name and address if you wish, or complete the survey anonymously.

Customer Name (optional) : .....

Address (optional) : .....  
.....  
.....

Home Service Assistant : .....

Which services do you purchase from Age UK Salford? (tick all that apply)      Cleaning       Shopping

Please put a tick into the box opposite each question or statement below which best represents your views about the service you receive.

## About Your Service

	Completely Agree	Partly Agree	Neither Agree or disagree	Disagree	Completely disagree					
I am satisfied with the times and dates of my cleaning/shopping visit .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
Age UK Salford provides a reliable service .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
I would happily recommend Age UK Salford's Cleaning & Shopping service to a friend .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
Please rate how satisfied you are overall with the service you get from Age UK Salford .....	10	9	8	7	6	5	4	3	2	1

## About Your Home Service Assistant

	Completely Agree	Partly Agree	Neither Agree or disagree	Disagree	Completely disagree
My Home Service Assistant is friendly and approachable .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Home Service Assistant does everything that has been agreed .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Home Service Assistant cleans my house to a satisfactory standard (cleaning clients only) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

continued overleaf

## About Your Home Service Assistant (continued)

	Completely Agree	Partly Agree	Neither Agree or disagree	Disagree	Completely disagree
My Home Service Assistant arrives punctually at the time agreed .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Home Service Assistant always stays for the agreed length of time .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am comfortable with having my Home Service Assistant in my home .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Home Service Assistant treats my home and property with care and respect .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Home Service Assistant always gives me a receipt when I pay (direct paying clients only) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am always offered an alternative if my regular Home Service Assistant is unavailable .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you want an alternative if your regular Home Service Assistant is unavailable			yes <input type="radio"/>	no <input type="radio"/>	sometimes <input type="radio"/>

## Additional Comments

Please use the space below to provide any further comments you have about our service

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Would you like someone to respond to any of the comments you have made?      yes       no   
(if yes, please make sure you've given us a name and contact address)

Thank you for taking the time to complete this client satisfaction survey.

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