

WORD OF MOUTH - SATISFACTION SURVEY

PLEASE COMPLETE AND RETURN

NOTE: You do have to give us your personal details but it would help us to know the area of the City in which you live. If you choose to complete your personal details, we will only use them to contact you if you have asked us to do so or if we are following up a complaint that you have made.

Your Name (if you wish to give it)				
Your address (if you wish to give it)				
Telephone No.				
Email address				
Name and address of listed trader that you have used:				
What date did you see this trader				
What work did they carry out for you?				
Was the agreed date/time kept to? Any Comments:	(✓)	Yes	No	
Did you receive a written quote?	(✓)	Yes	No	
Were you charged the agreed price?	(✓)	Yes	No	
Did you receive an itemised receipt?	(✓)	Yes	No	
Was the work carried out to your satisfaction? Any comments:	(✓)	Yes	No	
Was the trader polite and helpful? Any Comments:	(✓)	Yes	No	

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Have you used this trader before?	(✓)	Yes		No	
Was your property left clean and tidy	(✓)	Yes		No	
If there were any problems when the work was finished were they dealt with in a reasonable time	(✓)	YES		NO	
Any Comments?				N/A	
Would you use this trader again?	(✓)	Yes		No	
OVERALL RATING FOR THIS TRADER (✓)	Excellent	Good	Satisfactory	Poor	
Any final comments about the Word of Mouth Brochure or your experience?					
If there are any trades that you feel should be listed in the brochure please outline these below					
If you have used a trader who is not in the brochure and you feel should be listed and the reasons why, please give details below.					
Signature:		Date:			
Please Print name					
<p align="center">Thank you for taking the time to complete this survey.</p> <p>Please return to: Age UK Wolverhampton (Word of Mouth) 93-94 Darlington Street Wolverhampton WV1 4EX or email wordofmouth@ageukwolves.org.uk</p> <p>Additional copies of this form can be obtained from our offices or downloaded from our website www.ageukwolves.org.uk You can also complete this form online on our website.</p> <p>If you have chosen to provide personal details when submitting this form, you agree that we will process your data in line with our privacy policy. If you wish to receive a copy of our Service User Privacy Notice please contact us 01902 572060 or email mail@ageukwolves.org.uk</p> <p>Positive comments you give, may appear as anonymous "quotes" in our publication each year.</p>					

