

# Satisfaction Questionnaire

We welcome feedback, if you feel appropriate please complete the questionnaire below, and/or write any comments overleaf.



Please return to: Somerset West and Taunton Council, Deane Helpline, PO Box 866, Taunton, TA1 9GS

(please tick)	Excellent	Good	Average	Poor	Not applicable
How prompt was our response to your request ?					
How helpful was the visiting officer ?					
How sufficient was the information provided at your Lifeline demonstration ?					
How would you rate the service as 'good value for money'?					
If you have made a complaint or suggestion how satisfied were you with the response ?					
If you have used the response/emergency team how would you rate the overall service ?					
How would you rate the overall quality of service received ?					

10360 for A5 Version

**Thank you for taking the time to complete this form**



Calls are recorded for statistical information, service review and for an accurate record of events.

Recognised by the Telecare Services Association in complying with the codes and practices for: **Installation, monitoring and response.**