**Feedback Form**

Please help us to improve our services. We would appreciate it if you would complete the questions below and provide us with feedback about your experience of our organisation.

You can email the completed form to: [info@alpsni.org](mailto:info@alpsni.org) or post the form to: All Lives Are Precious, Unit 16, Down Business Park, Downpatrick, BT30 9UP

Thank you for your assistance.

*(Signature)*

Print Name of Contact

**--------------------------------------------------------------------------------------------------------------------------------------------------------**

**Please place a mark [√] under the number that best reflects your impression of our organisation and the services we provide. We would also appreciate receiving any suggestions for improvements you would like to make.**

**1 2 3 4**

**Poor Average Good Excellent**

**Communications**

It is easy to contact our organisation **□ □ □ □**

Staff/volunteers are polite and courteous **□ □ □ □**

Responses to queries are prompt **□ □ □ □**

**Service Quality**

Staff/volunteers are knowledgeable about

the organisation **□ □ □ □**

Staff/volunteers are knowledgeable about

the services they are delivering **□ □ □ □**

The quality of work performed is.

satisfactory **□ □ □ □**

Services are delivered in a timely

fashion **□ □ □ □**

Services delivered meet your expectations **□ □ □ □**

**Overall**

Your overall impression of the organisation **□ □ □ □**

**Are there ways in which you believe our organisation can improve services?**

**Are there any additional services that you would be interested in our organisation providing?**

**Would you feel comfortable recommending our services to other people and organisations?**

**Thank you for your time!**