

# Feedback Questionnaire

The Time2Talk team are dedicated to providing the best possible service when handling complaints, therefore it is important for us to be aware of what works well and what doesn't in order to improve our processes. Your feedback about the service you have received would be greatly appreciated in order to ensure that we continue to meet the needs of our population.

Please spare a minute of your time to let us know how we did by ticking the answer to the questions below.

Please note this feedback is regarding Time2Talk's involvement and not in relation to your complaint response from the provider.

1. Did you find the Time2Talk service easy to access?

Yes       No       Don't Know

2. Do you feel that you received enough information about the process?

Yes       No       Don't Know

3. Did you feel listened to by your Time2Talk complaints handler?

Yes       No       Don't Know

4. Would you use the Time2Talk service again?

Yes       No       Don't Know

**5. Would you recommend the Time2Talk service to people you know?**

Yes

No

Don't Know

**6. Do you have any further comments or suggestions that may help us improve the service that we provide? Please use the box below.**



**Thank you for taking the time to complete this form and providing us with your valuable feedback.**

**If you would like to discuss further please do not hesitate to contact us**