

<b>CITY OF YORK COUNCIL</b> <b>Monitoring the Customer Feedback Procedure</b>
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**1. How did you find out how to make a comment or complaint?**

- |  |   |
|--|---|
| Member of council staff <input type="checkbox"/> | Professional not employed by the council eg doctor <input type="checkbox"/> |
| Leaflet <input type="checkbox"/>                 | Council's website <input type="checkbox"/>                                  |
| Friend / relative <input type="checkbox"/>       | Advocate <input type="checkbox"/>   |
| Other <input type="checkbox"/>                   |   |

**2. How easy was it to make the comment or complaint?**

- Very easy  Fairly easy  Neither / nor  Fairly difficult  Very difficult

**3. Was your complaint answered by the date you were given?**

- Yes  **Go to Q5**      No  **Continue**

**4. If your complaint was not answered in time, were you happy with the way staff kept you up to date with what was happening?**

- Yes       No

**5. Were you given a contact name and telephone number in case you had any further queries?**

- Yes       No

**6. Were staff helpful?**

- Yes       No

**7. If you needed support to help you make your comment or complaint, did we arrange this for you?**

- Yes       No       **Not applicable**

If you have any further comments please send on a separate sheet

Thank you for taking the time to complete this questionnaire.

On the back of this questionnaire there is an Equalities Monitoring form which helps us to check that everyone is getting the same standard of service.