



Name: _____ Office visited: _____

Address: _____

Date: _____

Telephone: _____

E-mail address: _____

Q1 Overall, how would you rate the quality of the service that you received at our office today?

Excellent Good Average Poor Unacceptable

Q2 How clear was the information and advice you received?

Excellent Good Average Poor Unacceptable

Q3 How long did you have to wait to be seen today?

under 10 mins Over 10 mins.

Q4 Do you think the queuing system is adequate?

Yes No

Q5 Were you treated with respect? Yes No, if so, why?

Q6 Was the member of staff wearing a name badge and was it clear who you were speaking to?

Yes No

Q7 Was there information available in the reception that was suitable for your needs?

Yes No, if so, why? _____

Q8 Were you able to access the service without difficulty?

Yes No, if so, why? _____

Q9 Did you find the office to be clean & tidy? Yes No

Q10 If you required a private interview room, were you offered one?

Yes

No

Q11 Do you think the facilities for children are adequate? (If not applicable leave blank)

Yes

No, if so, why? _____

Q12 Is there a comment you would like to make about the member of staff who saw you today or are there any suggestions for improvement or further comments you would like to make?

Q13 Are you interested in getting more involved in activities to improve the service ENEHL provides?

Yes

No

ABOUT YOU

In order to ensure that our services are accessible by everyone we ask if you could please answer the following equality questions. Your answers are confidential and are not used to identify individual tenants. If you are unwilling to answer any of these questions please tick this box: UNWILLING TO ANSWER. Date of Birth: _____

White:

British Irish
 Any other White background (please state) _____

Mixed:

White & Black Caribbean White & Black African White & Asian
 Any other mixed background (please state) _____

Asian or Asian British:

Indian Pakistani Bangladeshi
 Kashmiri Any other Asian background (please state) _____

Black or Black British:

Caribbean African Any other black background _____

Other:

Chinese Gypsy / traveller
 Other (please state) _____

Age:

16-24 years old 25-34 years old 35-44 years old
 45-54 years old 55-59 years old 60-64 years old
 Over 65 years old

Gender:

Male Female

Disability:

Yes No Rather not say

Sexuality:

Heterosexual Gay Lesbian
 Bisexual Unwilling to answer

Religion:

Buddhist Christian Hindu
 Jewish Muslim Sikh
 No religion Other Unwilling to answer

Thank you for taking the time to fill in this questionnaire.

For further information contact:
www.enehl.org.uk

0800 915 1600