Feedback Questionnaire

To allow us to continually improve the service we provide to our members we would be grateful if you could complete the following brief questionnaire by circling (or increase/change the colour of the font) the appropriate numbers and return it to us.

Thank you

Please look at the questions below and indicate your satisfaction or dissatisfaction with the service you received - 0 indicates least satisfied and 10 indicates most satisfied.

- Were you happy with your initial telephone contact with the UNISON office?

Least satisfied 0  1  2  3  4  5  6  7  8  9  10 Most satisfied

- Was your initial enquiry dealt with quickly and to your satisfaction?

Least satisfied 0  1  2  3  4  5  6  7  8  9  10 Most satisfied

- Were your requests for information or assistance answered satisfactorily?

Least satisfied 0  1  2  3  4  5  6  7  8  9  10 Most satisfied

- Do you feel the UNISON representative explained the relevant issues well?

Least satisfied 0  1  2  3  4  5  6  7  8  9  10 Most satisfied

- Were you happy with the advice and explanations you were given by your UNISON Branch?

Least satisfied 0  1  2  3  4  5  6  7  8  9  10 Most satisfied

- Were you happy with the level of support you received throughout your issue?

Least satisfied 0  1  2  3  4  5  6  7  8  9  10 Most satisfied

- Were you happy with the meeting/presentation given by your Steward / Officer?

Least satisfied 0  1  2  3  4  5  6  7  8  9  10 Most satisfied

If satisfied, what did we do right?

[Name] was always available to provide advice and answer my queries with much insight and knowledge in relation to the processes and employment issues. I found [Name] to be supportive to enable me in achieving what I wanted to.

I have really appreciated the support and advice as it helped me to progress things forward.

If dissatisfied, what did we do wrong and how can we improve it?
• Would you recommend being a member of UNISON to your colleagues?
  Yes □ X  No □

• Would you be interested in becoming a Branch Steward or Workplace Rep?
  Yes □  No □ X

If you were satisfied with the service you received from Kingston Unison, please do spread the word to your colleagues because as workers, together we are stronger!

OPTIONAL Please Print

<table>
<thead>
<tr>
<th>NAME</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>WORKPLACE</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>MEMBERSHIP NUMBER</th>
</tr>
</thead>
</table>

For Office Use Only:

Case Ref: