



# 2021 Customer Satisfaction Survey

At Look Ahead we want to know what you think about the services you receive – what we are doing well and what we could do better. This survey will help us to know if we are meeting your expectations

Please spend a few minutes answering the questions over the page. Please refer to the question guidance sheet for further information.



- The survey can be completed online at [www.lookahead.org.uk](http://www.lookahead.org.uk)



- Returning this survey in the **Freepost** envelope provided; or



- By handing the form to your **Support Worker** or **Housing Officer**

All submitted forms will be entered into a **prize draw** to win a £50 voucher.

The survey closes on **Monday 11th October**

Thank you for your time.



**Q1.** How satisfied are you with the overall quality of service you receive from Look Ahead? (please select one)



Very Satisfied



Satisfied



Neither Satisfied or dissatisfied



Dissatisfied



Very Dissatisfied



**Q2.** Are you satisfied that Look Ahead treats you fairly regardless of your age, gender, sexuality, race, ethnicity or religion? (please select one)



Very Satisfied



Satisfied



Neither Satisfied or dissatisfied



Dissatisfied



Very Dissatisfied

If you have any comments about the Look Ahead service you receive, please write them in the space below.



## What service do you receive from Look Ahead?

Please tick one of the following

Housing only  Support only  Housing & Support

Name of Service \_\_\_\_\_

## About you

Fill in your details below to be entered into the prize draw

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Post Code \_\_\_\_\_

Contact number or Email address \_\_\_\_\_

Please tick this box if you wish to remain anonymous

## Getting Involved

Please tick if you would be interested in attending one of our regular customer focus groups or finding out more about how you can get involved in improving our services or selecting and recruiting our staff.

If you have ticked please make sure you fill in your contact details above.



**Thank you**  
for your feedback!

### Privacy

If you do provide your name and contact details, we will retain the information in an identifiable form for three years.

You can read Look Ahead's own Privacy policy on our website.

In the context of this survey the lawful basis we rely on to process your contact details to gain your feedback is the legitimate interest that Look Ahead and our customers have in understanding how we can improve our services to better meet customer's needs.

If you object to receiving such surveys, please email us at [myinforequest@lookahead.org.uk](mailto:myinforequest@lookahead.org.uk) setting out how this is affecting you.

You can find out more about your data protection rights on the Information Commissioner's website: [ico.org.uk/your-data-matters](https://ico.org.uk/your-data-matters)