



# 2024 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.

You can get support to complete the survey by calling the Customer Contact Centre on 0333 010 4600



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



Returning this survey in the Freepost envelope provided



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 **Monday 25 March 2024**

## Contact Details

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

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

Address \_\_\_\_\_

Contact number or email address \_\_\_\_\_

## About You

**Age - please select one**

17 to 18       30 to 39       50 to 59       70 to 79   
19 to 29       40 to 49       60 to 69       80 or over

**Ethnicity - please select one**

Asian/Asian British: Bangladeshi	<input type="checkbox"/>	Mixed: Other	<input type="checkbox"/>
Asian/Asian British: Chinese	<input type="checkbox"/>	Mixed: White & Asian	<input type="checkbox"/>
Asian/Asian British: Indian	<input type="checkbox"/>	Mixed: White & Black African	<input type="checkbox"/>
Asian/Asian British: Other	<input type="checkbox"/>	Mixed: White & Black Caribbean	<input type="checkbox"/>
Asian/Asian British: Pakistani	<input type="checkbox"/>	Other Ethnic Group: Arab	<input type="checkbox"/>
Black/African, Caribbean or Black British: African	<input type="checkbox"/>	Other Ethnic Group: Other	<input type="checkbox"/>
Black/African, Caribbean or Black British: Caribbean	<input type="checkbox"/>	White: British	<input type="checkbox"/>
Black/African, Caribbean or Black British: Other	<input type="checkbox"/>	White: Gypsy/Irish Traveller	<input type="checkbox"/>
Gypsy/Romany/Irish Traveller	<input type="checkbox"/>	White: Irish	<input type="checkbox"/>
		White: Other	<input type="checkbox"/>
		Rather not say	<input type="checkbox"/>

**Gender - please select one**

Male	<input type="checkbox"/>	Nonbinary	<input type="checkbox"/>
Female	<input type="checkbox"/>	Rather not say	<input type="checkbox"/>



**Q1.** Taking everything into account, 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

Comments:



**Q2.** How satisfied or dissatisfied are you that Look Ahead listens to your views and acts upon them?

(please select one)

Very Satisfied

Satisfied

Neither Satisfied or Dissatisfied

Dissatisfied

Very Dissatisfied

Comments:



**Q3.** How satisfied or dissatisfied are you that Look Ahead keeps you informed about things that matter to you?

Very Satisfied

Satisfied

Neither Satisfied or Dissatisfied

Dissatisfied

Very Dissatisfied

Comments:



**Q4.** To what extent do you agree or disagree with the following "Look Ahead treats me fairly and with respect"

(please select one)

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

Comments:



**Q5.** Have you made a complaint to Look Ahead in the last 12 months?

Yes

No

**If yes, how satisfied or dissatisfied are you with Look Ahead's approach to complaints handling?**

(please select one)

Very Satisfied

Satisfied

Neither Satisfied or Dissatisfied

Dissatisfied

Very Dissatisfied

Comments:



**Q6.** Are you satisfied that Look Ahead provides inclusive and accessible services, information, and accommodation?

(please select one)

Very Satisfied

Satisfied

Neither Satisfied or Dissatisfied

Dissatisfied

Very Dissatisfied

Comments:

## 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 make sure you fill in your contact details above.

Please tick this box if you wish to remain anonymous

# 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.

You can read Look Ahead's own Privacy policy on our website which explains how we use your information. For this survey, the lawful basis we rely onto seek your views on the quality of the service we provide is our public task, as it is a requirement for social housing providers to monitor our customers' satisfaction with our services.

If you have any questions about how we are using your data, please email us at [IG@lookahead.org.uk](mailto:IG@lookahead.org.uk). You can find out more about your data protection rights on the Information Commissioner's website: <https://ico.org.uk/for-the-public/>