

## HOW DO YOU FEEL ABOUT



We would like to know what you think about us.  
We hope that you found us useful.

It would really help us if you could take some time to fill in this questionnaire. If you have any problems, please feel free to ask a friend or someone you trust to help you answer the questions.

There is no way we will know who has answered the questions. We do not ask for your name or the name of your advocate.

Please return the form as soon as possible in the enclosed pre-paid envelope. Many thanks in advance for your help.

**Please use this space for any further comments.**

Thank you for taking the time to answer these questions

Please return in the stamped addressed envelope provided

Independent Advocacy Perth & Kinross, 90 Tay Street,  
Perth PH2 8NP

Tel. 01738 587887 E-mail: [enquiry@iapk.org.uk](mailto:enquiry@iapk.org.uk)

Company Limited by Guarantee: Registered in Scotland (No. 246131). Recognised Scottish Charity (No. SC 035 138) 61 George Street, Perth, PH1 5LB

**Please tick the appropriate box.**

1. Was it easy to find out about Independent Advocacy?

Yes  No

2. Were you told what Independent Advocacy was about at the first meeting?

Yes  No

3. Did you feel that you were listened to by your Independent Advocate?

Yes  No

Please add any comments:-

4. Have you had confidence in your Independent Advocate?

Yes  No

Please add any comments:-

5. Do you feel that you have benefited from Independent Advocacy support?

Yes  No

Please add any comments:-

6. If required would you use Independent Advocacy support again?

Yes  No

Please add any comments:-

7. What was the outcome of your contact with us?

- My situation was sorted out to my satisfaction
- My issue was unable to be resolved
- No longer require advocacy
- Referred to another agency
- Issue was unresolved

Please add any comments:-

8. How long have you received advocacy?

- Under 6 months
- 6 months-1 year
- Over 1 year

9. Were you told about our complaints procedure if you were dissatisfied with the support given?

Who to contact? Yes  No   
Where to contact them? Yes  No