**Lyme*Net***

**TELL US WHAT YOU THINK!**

**Customer Feedback Questionnaire**

Thank you for using LymeNet. We would like to know how you felt about the service that we provided. Please take a few moments to complete the following questions. This will help us to improve our service for you and others in the future.Please return your form by one of the following:

* Email to: [help@lymenet.co.uk](mailto:help@lymenet.co.uk)
* Pop it into the box on the front desk
* Hand to a member of staff

We also have a complaints procedure. You can make an informal complaint by speaking to a member of staff. Should you wish to make a formal complaint, please do so by putting it in writing and passing to the Centre Manager, Lucy Campbell.

**Date of visit .................................................**

**Name (optional) ...........................................Contact Number ..........................................**

**Who did you see? ..........................................What did you do? ..........................................**

  

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| --- | --- | --- | --- |
| **How easy was it to find us?**  **How welcoming and friendly were we?**  **Did you achieve what you wanted?**  **Did you get the help and support you needed?Will you visit us again?If you were given information, was it helpful?**  **Overall, were you happy with the service we provided?** |  |  |  |

**Any additional comments?** ..........................................................................................................................................................................................................................................................................

***Thank you for taking the time to fill out this questionnaire.***

***We aim to increase our customer satisfaction.***