

# WORD OF MOUTH - SATISFACTION SURVEY

## PLEASE COMPLETE AND RETURN

**NOTE:** You do not have to give us your personal details, but it would help us to know the area of the City in which you live. If you choose to complete your personal details, we will only use them to contact you if you have asked us to do so or if we are following up a complaint that you have made.

Your Name (if you wish to give it)				
Your address (if you wish to give it)	-----			
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	-----			
Telephone No.	-----			
Email address	-----			
<b>Name and address of listed trader that you have used:</b>				
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What date did you see this trader?				
What work did they carry out for you?				
Was the agreed date/time kept to?	(✓)	Yes	No	
Any Comments:				
Did you receive a written quote?	(✓)	Yes	No	
Were you charged the agreed price?	(✓)	Yes	No	
Did you receive an itemised receipt?	(✓)	Yes	No	
Was the work carried out to your satisfaction?	(✓)	Yes	No	
Any comments:				
Was the trader polite and helpful?	(✓)	Yes	No	
Any Comments:				

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Have you used this trader before?	(✓)	Yes		No	
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Was your property left clean and tidy?	(✓)	Yes		No	
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If there were any problems when the work was finished were they dealt with in a reasonable time?	(✓)	YES		NO		N/A	
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Any Comments?

Would you use this trader again?	(✓)	Yes		No	
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OVERALL RATING FOR THIS TRADER (✓)	Excellent	Good	Satisfactory	Poor

Any final comments about the Word of Mouth Brochure or your experience?

If there are any trades that you feel should be listed in the brochure please outline these below.

If you have used a trader who is not in the brochure and you feel they should be listed. Please give reasons why and details below.

Signature:		Date:	
Please Print name			

**Thank you for taking the time to complete this survey.**  
 Please return to: Age UK Wolverhampton (Word of Mouth) The Workspace, All Saints Road, Wolverhampton. WV2 1EL or email [wordofmouth@ageukwolverhampton.co.uk](mailto:wordofmouth@ageukwolverhampton.co.uk)  
 Additional copies of this form can be obtained from our offices or downloaded from our website <https://www.ageuk.org.uk/wolverhampton/our-services/word-of-mouth/> **If you have chosen to provide personal details when submitting this form, you agree that we will process your data in line with our privacy policy.** If you wish to receive a copy of our Service User Privacy Notice, please contact us on 01902 572060 or email [mail@ageukwolverhampton.co.uk](mailto:mail@ageukwolverhampton.co.uk) **Positive comments you give, may appear as anonymous "quotes" in our publication each year.**

