

Richmond Furniture Scheme

1a Fortescue Avenue,
Twickenham , TW2 5LS
TEL/FAX 020 8755 4665



Charity No 1133019
Company No. 7001417

EVALUATION FORM FOR DONORS

As part of our monitoring procedure we should like to know your views and would be grateful if you could take a few minutes to answer the following questions. Please choose a score in a scale 1-4 where 1 is **not at all satisfied** and 4 is **Satisfied**.

Date

How satisfied were you with the time it took us to respond to your initial contact?

4 3 2 1

How satisfied were you with our response?

4 3 2 1

If we were not able to collect your furniture were you given alternative suggestions?

Yes No

Was this helpful?

Yes No

If no why not?

If we were able to collect your furniture were you satisfied with the time it took before we were able to make the collection?

4 3 2 1

Did you find the carriers courteous and helpful?

Very helpful and courteous Not at all helpful or courteous

4 3 2 1

If not helpful and courteous what problems did you encounter?

Did you find this a valuable service?

Valuable Not at all valuable

4 3 2 1

Can you make any suggestions as to how we can improve our services?

Please email your response to jogregory47@aol.com