



Feedback/Complaints Form

All information provided through our feedback and complaint form is treated confidentially. All information you provide will be used for improvement activity, and any complaints will be directed to a senior member of staff for consideration as soon as possible. Thank you for taking the time to complete this form.

Name: Date:

Contact Details:

Please give details of the Fife Voluntary Action service you have requested/used?

Please tick the appropriate boxes below:

1) What type(s) of contact have you had with us?

Meeting in one of our offices	<input type="checkbox"/>	Meeting or event elsewhere	<input type="checkbox"/>	E-mail	<input type="checkbox"/>	Telephone	<input type="checkbox"/>
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2) Was it easy for you to find/contact us?

Very	<input type="checkbox"/>	Quite	<input type="checkbox"/>	Not Very	<input type="checkbox"/>	Not at all	<input type="checkbox"/>
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3) Did we respond to your request quickly?

Very	<input type="checkbox"/>	Quite	<input type="checkbox"/>	Not Very	<input type="checkbox"/>	Not at all	<input type="checkbox"/>
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4) Was our treatment of you courteous and respectful?

Very	<input type="checkbox"/>	Quite	<input type="checkbox"/>	Not Very	<input type="checkbox"/>	Not at all	<input type="checkbox"/>
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5) Was our communication with you easy to understand?

Very	<input type="checkbox"/>	Quite	<input type="checkbox"/>	Not Very	<input type="checkbox"/>	Not at all	<input type="checkbox"/>
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6) To what extent did the service we provide meet to your needs/expectations?

Very	<input type="checkbox"/>	Quite	<input type="checkbox"/>	Not Very	<input type="checkbox"/>	Not at all	<input type="checkbox"/>
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If you ticked 'Not very' or 'Not at all' for any of the previous questions, please give details:

Please share any other comments/praise/suggestions/complaints:

Fife Voluntary Action takes negative feedback and complaints very seriously. If your experience has not been positive and you would like a senior member of staff to contact you regarding this, please tick the appropriate box:

Yes, I would like a response: ☐ No, I do not require a response: ☐

Thank you for taking the time to complete this form. The information that you provide will be used to evaluate and improve Fife Voluntary Action services. If you requested a response from a senior member of staff, they will be in contact with you as quickly as possible.

Please hand in/post this form, marked Confidential, to the CEO, Fife Voluntary Action, Caledonia House, Pentland Park, Saltire Centre, Glenrothes, KY6 2AL or e-mail it to ceo@fva.org

For Office Use Only
Date Discussed:

Action agreed:
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Date for review: