

**Freedom of Information (FoI) Customer Satisfaction Survey**

The Trust is constantly striving to meet the needs of our customers. It would help us to improve the service we provide if you could answer the following questions by highlighting the appropriate score.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. **How satisfied were you with the Trust’s Publications Scheme?**  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  | | Very dissatisfied | | |  |  |  |  |  |  | Very satisfied | | | |
| 1. **How would you rate the speed of your initial response?**  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  | | Very dissatisfied | | |  |  |  |  |  |  | Very satisfied | | | |
| 1. **Did the information that was provided satisfy your request?**  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  | | Very dissatisfied | | |  |  |  |  |  |  | Very satisfied | | | |
| 1. **Were you satisfied with the format of the information that was provided to you?**  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  | | Very dissatisfied | | |  |  |  |  |  |  | Very satisfied | | | |
| 1. **Were you satisfied that you had a response within 20 working days of us receiving your request?**  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  | | Very dissatisfied | | |  |  |  |  |  |  | Very satisfied | | | |

Thank you for your time. Please return this survey to us by return e-mail or [foi.enquires@coch.nhs.uk](mailto:foi.enquires@coch.nhs.uk)