

[**FOI Customer Satisfaction Survey**](http://www.sssft.nhs.uk/about/freedom-of-information/satisfaction-survey)

**1.Who did you have contact with during your recent request?:**

2a.Quality of service provided **\***

Very Good Good Satisfactory Poor

2b.The degree to which the response answered your request **\***

Very Good Good Satisfactory Poor

2c.Ease of Understanding the response **\***

Very Good Good Satisfactory Poor

2d.Overall helpfulness of replies **\***

Very Good Good Satisfactory Poor

3.If any of the information was withheld, were you told which exemptions had been applied to the information? **\***

Yes No Not Applicable

4. If any of the information was withheld, were you given information on how to request a review or complain to the Trust and the Information Commissioner? **\***

Yes No Not Applicable

5. Did you receive the information within the 20 working day deadline? (If yes, go to question 8) **\***

Yes No

6. If you did not receive the information within the 20 day deadline, were you advised about the delay and kept informed about the progress?

Yes No

7. If your request was refused, were the reasons clearly explained to you?

Yes No

8. Did you look at the Publication Scheme on the Web site to try to find the information? **\***

Yes No

9. If yes how easy did you find it to locate the information?

Very Good Good Satisfactory Poor

**10. Is there anything we could have done to improve the service provided?**:

**11. Please give any further comments you would like to make**

**If you were not happy with the way we responded you can input your reference number below for a review of the handling of the request.**: