

**Freedom of Information Satisfaction / Feedback Questionnaire**

 *(To answer, please highlight the appropriate number on the scale).*

1. **How easy was it to find out how to submit an FOI request to the Trust

Easy** 1 2 3 4 5 **Hard**
2. **I received a timely acknowledgement that my request had been received

Agree** 1 2 3 4 5 **Disagree**
3. **I feel that the Trust provided me with adequate information as to how my request would be processed

Agree** 1 2 3 4 5 **Disagree**
4. **How do you feel about the time it took to deal with your FOI request (please bear in mind that the Trust is allowed a statutory 20 days to respond)?

Very quick** 1 2 3 4 5 **Too long**
5. **If information was withheld in accordance with the exemption categories provided for in the Freedom of Information Act, were the reasons for this explained to you adequately?

Fully** 1 2 3 4 5 **Not at all**
6. **I feel clear information was provided to me regarding what further action I could take if I were unhappy with the response provided by the Trust?

Agree** 1 2 3 4 5 **Disagree**
7. **In your opinion, how satisfied were you overall, with the response you received from the Trust?

Very satisfied** 1 2 3 4 5 **Very Dissatisfied**

**Comment box:** *Please enter any additional comments that you have about how your FOI request was handled*

Please return to FOIRequests@liverpoolft.nhs.uk