**FOI Feedback Form**

To ensure that we are meeting our public duty, we would be grateful if you could provide your feedback in order to help us improve our service. The information you provide on this form is anonymous and will always remain confidential.

Please note that providing feedback does not in any way interfere with your right to complain or to request an appeal in relation to your request or prevent you from making a request in the future.

Thank you in advance.

**FOI Request Reference Number (optional):**

**Please choose the relevant category that most applies to you**

[ ]  3rd sector organisation

[ ]  Local Authority

[ ]  Member of the public

[ ]  Education

[ ]  Media

[ ]  Government

[ ]  Other:

**Why did you make an FOI request?**

[ ]  I was unable to find the information on the website

[ ]  The information on the website is out of date

[ ]  The service area I was dealing with wasn’t answering my queries

[ ]  It was easier than finding out who to contact directly

[ ]  I wish to make a complaint

[ ]  I didn’t know my request would be dealt with under the FOI Act

[ ]  Other:

**Did you receive the information you wanted?**

[ ]  Yes

[ ]  No

**Was the response received clear?**

[ ]  Yes

[ ]  No, please tell us why

**Did you submit this request to another organisation as well?**

[ ]  Yes, and they provided me with the information required

[ ]  Yes, and they did not provide me with the information required

[ ]  No

**Are you aware of the procedure if you are unhappy with the handling of your FOI request?**

[ ]  Yes

[ ]  No

**Please rate the following:**

**The quality of the information received**

[ ]  Good

[ ]  Adequate

[ ]  Poor

**If any exemptions were applied, how well were these explained?**

[ ]  Well - I understood them

[ ]  Adequate - I barely understood them

[ ]  Poor - I didn’t understand them

[ ]  N/A

**The overall impression of the service:**

[ ]  Good

[ ]  Adequate

[ ]  Poor

**Your suggestions to improve our service**

 **Please email the completed form back to:** freedomofinformation@covwarkpt.nhs.uk

**Thank you**

Bottom of Form