



## Customer Service Survey (a)

Dear Colleague/ Customer. You/your organisation have recently had contact/ support from VAS. To allow us to monitor our Customer satisfaction levels we would be grateful if you could take a few minutes to complete this form and return it to VAS, either by saving the Word version of this form, completing it electronically and returning it as an email attachment to [vas@shetland.org](mailto:vas@shetland.org), or by printing it out and posting it to:

**Freepost RLXA-RELX-GYKY**  
**Executive Officer**  
**Voluntary Action Shetland**  
**Market House**  
**14 Market Street**  
**Lerwick**  
**SHETLAND ZE1 0JP**

The form can be anonymous and exists to allow us to improve the service we offer you.

| Contact name (Optional) | Organisation (Optional) |
|-------------------------|-------------------------|
|                         |                         |

Please tick any of the areas that we provided support for recently:

| Topic                              | Tick Box |
|------------------------------------|----------|
| Training enquiry                   |          |
| Governance support                 |          |
| OSCR                               |          |
| General development support        |          |
| Business Plan                      |          |
| Policies                           |          |
| Accounts/Independent Examination   |          |
| Staffing Issues                    |          |
| Constitution assistance            |          |
| Attendance to meetings             |          |
| Funding assistance                 |          |
| Reference for funding applications |          |
| Closing down of Charity            |          |
| Volunteering opportunities         |          |
| Community engagement               |          |

**Q1, Was the time we took to deal with you enquiry? Were we prompt with our response and support to your initial request? OR The time we spent dealing with your enquiry were we:**

|                    |                      |                   |
|--------------------|----------------------|-------------------|
| <b>1 Efficient</b> | <b>2 About right</b> | <b>3 Too long</b> |
| <b>Comments?</b>   |                      |                   |

**Q2, How would you rate the effectiveness of our staff member(s) that dealt with your enquiry?**

|                       |                    |                    |
|-----------------------|--------------------|--------------------|
| <b>1 Excellent</b>    | <b>2 Very Good</b> | <b>3 Good</b>      |
| <b>4 Satisfactory</b> | <b>5 Poor</b>      | <b>6 Very Poor</b> |
| <b>Comments?</b>      |                    |                    |

**Q3, How would you rate the professionalism of the team?**

|                       |                    |                    |
|-----------------------|--------------------|--------------------|
| <b>1 Excellent</b>    | <b>2 Very Good</b> | <b>3 Good</b>      |
| <b>4 Satisfactory</b> | <b>5 Poor</b>      | <b>6 Very Poor</b> |
| <b>Comments?</b>      |                    |                    |

**Q4, How effective do you consider our communication with your group have been?**

|                       |                    |                    |
|-----------------------|--------------------|--------------------|
| <b>1 Excellent</b>    | <b>2 Very Good</b> | <b>3 Good</b>      |
| <b>4 Satisfactory</b> | <b>5 Poor</b>      | <b>6 Very Poor</b> |
| <b>Comments?</b>      |                    |                    |

**Q5, Were our officers and staff courteous and helpful?**

|                                  |                           |                    |
|----------------------------------|---------------------------|--------------------|
| <b>1 Courteous &amp; helpful</b> | <b>2. Could be better</b> | <b>2 Very poor</b> |
| <b>Comments?</b>                 |                           |                    |

**Q6, How would you rate the VAS service overall?**

|                       |                    |                    |
|-----------------------|--------------------|--------------------|
| <b>1 Excellent</b>    | <b>2 Very Good</b> | <b>3 Good</b>      |
| <b>4 Satisfactory</b> | <b>5 Poor</b>      | <b>6 Very Poor</b> |
| <b>Comments?</b>      |                    |                    |

