



Customer Service Survey (b)

How often do you use the services provided by Market House?

- Daily
- Weekly
- One or twice a month
- Once or twice a quarter
- Once or twice a year
- Your first time/Once

How did you find out about Market House?

- | | |
|---|---|
| <input type="checkbox"/> Leaflets | <input type="checkbox"/> A colleague |
| <input type="checkbox"/> Posters | <input type="checkbox"/> Website |
| <input type="checkbox"/> Local Press Advert | <input type="checkbox"/> Line Manager/Senior Management |
| <input type="checkbox"/> Talks given by us | <input type="checkbox"/> Other, please specify |
| | <input type="checkbox"/> At agriculture show |

Would your organisation be interested in hearing more about the services available in Market House?

- Yes (please contact us to discuss) No

Do you think Market House does enough to promote its services?

- Yes No (what would be your suggestions for further promotions?)

What service(s) have you used in Market House?

- | | |
|---|---|
| <input type="checkbox"/> Advocacy | <input type="checkbox"/> Shetland Bereavement Support Service |
| <input type="checkbox"/> Art Psychotherapy | <input type="checkbox"/> Shetland Pre School Play |
| <input type="checkbox"/> Association of Shetland Community Councils | <input type="checkbox"/> Relationships Scotland |
| <input type="checkbox"/> Citizens Advice Bureau | <input type="checkbox"/> WRVS |
| <input type="checkbox"/> Community Mediation | <input type="checkbox"/> Funder Finder |
| <input type="checkbox"/> Crossroads | <input type="checkbox"/> Meeting Rooms |
| <input type="checkbox"/> Disability Shetland | <input type="checkbox"/> Photocopying |
| <input type="checkbox"/> Family Mediation | <input type="checkbox"/> Faxing |
| <input type="checkbox"/> Shetland Befriending Scheme | <input type="checkbox"/> Laminating |
| | <input type="checkbox"/> Video Conferencing |

What VAS services did you use if any?

- | | |
|--|---|
| <input type="checkbox"/> Disclosure checks | <input type="checkbox"/> Funding advice |
| <input type="checkbox"/> Constitutions | <input type="checkbox"/> Charitable Status |
| <input type="checkbox"/> New Project Ideas | <input type="checkbox"/> Children in Need |
| <input type="checkbox"/> Training | <input type="checkbox"/> Other (please specify) |
| | |

If booking rooms:

Was the room suitable for your requirements?

- Yes No (please explain)

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Do you always get the date and time you want?

- Yes No Usually

Are the costs reasonable?

- Yes No Usually

Is the room equipment suitable for your requirements?

- Yes No (please explain)

Did you get the help you wanted?

- Yes No (please explain)

Did we always keep appointments we made with you?

Always Mostly Sometimes Rarely Never

Have we always treated you with respect?

Always Mostly Sometimes Rarely Never

Would you use the services of Market House again?

- Yes No (please explain)

Can you tell us what you thought of our service and the result that you got from having our help?

What additional services would you like to see us offering in the future?

Are there any other comments you would like to make?

Optional:

Name of group/organisation :

Contact details:

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