



Wakefield District Sight Aid

35 Peterson Road, Wakefield WF1 4DU

Tel:01924 215555 email:admin@wdsa.org.uk website:www.wdsa.org.uk

CUSTOMER CARE SURVEY: NOVEMBER 2021

1. Over the last year, have you received any of the following services from us or attended any of our events? Please tick all that apply.

- A home visit at which equipment (e.g. Liquid Level Indicator, tactile markers, symbol cane) may have been provided
- A Boom Box (USB) player for listening to talking books/newspapers
- British Wireless for the Blind Fund stereo equipment
- Help with any other equipment (e.g. sunglasses, diaries, calendars, clocks, replacement batteries for watches) through our office
- Advice or support over the phone (e.g. referrals to other services)
- Advice or support in person in the office or at a group/event
- Living Well With Sight Loss course (telephone or face-to-face)
- Regular calls through befriending or Friends on the Phone service
- Attended a coffee morning or social group (since August 2021)
- Attended Winthrop Gardens trip, September 2021
- Our quarterly newsletter (in hard copy, USB, CD or Braille)

Please turn over

President: The Lord St Oswald Founded in 1869

Company No. 7432897 Registered Charity No. 1140483

Make a will, make a difference - we depend on donations and legacies – we are a local charity serving local people – whatever you may choose to leave will really help!

2. Have you been happy with the service you've received?

Yes

No

3. What makes you say that? Do you have suggestions of other services we could offer or ways in which we could improve?

4. Please tell us the age bracket you fall into:

18 – 30

31 – 50

51 – 64

65-75

over 75

5. Overall, how would you rate us out of 10 (where 10 is excellent and 1 is poor)?

1 2 3 4 5 6 7 8 9 10

Thank you for your help. Please return this form in the envelope provided (no stamp needed).

If you are not happy with any aspect of our service, or if there are any of our services listed that you are interested in receiving, please complete your details below or call the office on 01924 215555 so we can help:

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