

The Len Medlock Voluntary Centre

Facilities Feedback Form

Please answer honestly as your feedback will help us to improve the service that we offer.

1. Name of group: _____

2. Which room do you most commonly use?

Conference Room

Drop-in Office

3. Do you usually have refreshments?

Yes

No

4. How often do you book the room?

One-off occasions Monthly

Quarterly Weekly

5a. Day usually attended (tick all/any that are applicable):

Monday

Tuesday

Wednesday

Thursday

Friday

5b. Time of day (tick all/any that are applicable):

Early morning

Late morning

Early afternoon

Late afternoon

Evening

6. How did you find out about the Len Medlock Voluntary Centre? (E.g. South Lincolnshire CVS newsletter, word of mouth, website, newspaper advertisement etc.)

7. What are your opinions of our staff and volunteers? (please tick the relevant score)

a) Do you find them friendly / welcoming?

(1) _____ (2) _____ (3) _____ (4) _____ (5)
Not At All Average Very

b) Do you find them helpful?

(1) _____ (2) _____ (3) _____ (4) _____ (5)
Not At All Average Very

c) Do you find them approachable?

(1) _____ (2) _____ (3) _____ (4) _____ (5)
Not At All Average Very

8. What do you think of the room hire costs? (answer any applicable by ticking the relevant score)

a) Conference Room:

(1) _____ (2) _____ (3) _____ (4) _____ (5)
Too Expensive Reasonable Very Affordable

b) Drop-in Office:

(1) _____ (2) _____ (3) _____ (4) _____ (5)
Too Expensive Reasonable Very Affordable

c) Refreshments:

(1) _____ (2) _____ (3) _____ (4) _____ (5)
Too Expensive Reasonable Very Affordable

9. Overall, how do you rate the Len Medlock Voluntary Centre's facilities? (please tick the relevant score)

(1) ————— (2) ————— (3) ————— (4) ————— (5)
Very Poor Average Very Good

Please give the reason for your answer:

10. Are you aware of other services we provide, such as:

a) Equipment hire for room bookings (Projectors, flipcharts, laptop etc.)

Yes No Yes, but not interested No, and not interested

b) Refreshments (teas and coffees) in the Conference Room

Yes No Yes, but not interested No, and not interested

c) Assistance and support to small groups looking for funding

Yes No Yes, but not interested No, and not interested

d) CRB checks for community, voluntary and statutory organisations

Yes No Yes, but not interested No, and not interested

e) Printing / photocopying services

Yes No Yes, but not interested No, and not interested

Further comments and suggestions to help us to improve our service...

Thank you for completing this form. Your feedback is appreciated and will allow us to look at ways we can improve our service in the future.

Please tick this box if you are interested in becoming a member of South Lincolnshire CVS, and would like more information on what we do and how we can aid and support your group.

Please return this form to reception, or to:

South Lincolnshire CVS, The Len Medlock Voluntary Centre, St. George's Road, Boston, Lincolnshire, PE21 8YB

Email: enquiry@southlincscvs.org.uk

Tel: 01205 365580

Fax: 01205 315903



Managed by South Lincolnshire Community and Voluntary Service