

Example Service User and Carer Feedback Form

Student: **Agency:**

1. Please tick a box for each question.

Questions	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
The student social worker explained clearly why we were meeting.					
The student social worker always kept me informed about what was happening.					
The student social worker explained what my rights were (including my right to complain).					
The student social worker explained what could be confidential and what information might need to be shared.					
The student social worker was open and honest about what the options were.					
The student social worker was good at time-keeping.					
The student social worker was easy to contact.					
The student social worker did what they said they would do.					
The student social worker involved me in decisions made about myself.					
I was treated respectfully by the student social worker.					
I felt comfortable talking to the student social worker.					
I felt the student social worker understood what I was saying and how I was feeling.					
Overall, I think that the work I did with the student social worker was successful.					
Overall, I think my contact with the student social worker was positive.					

2. We would welcome any further comments that you might like to make:

3. Do you have any suggestions about how we can improve these questions?

Signed: **Date:**