

## Information Questionnaire

The website and telephone line are an important part of Mind in Croydon's remit to inform and educate. Maintaining the quality of both these means of providing information is important to us.

It would be very useful if you could spend a few moments answering this questionnaire and either e-mail it to us at [admin@mindincroydon.org.uk](mailto:admin@mindincroydon.org.uk) or send it to our head office at the following address:

The Office Manager  
26 Pampisford Road  
Purley  
Surrey CR8 2NE

Thank you for your time.

<b>Website</b>			<b>Telephone Line</b>		
Did you find the website informative?	Yes	No	Was the person who answered knowledgeable?	Yes	No
Was it easy to navigate?	Yes	No	Did they treat you with politeness and respect?	Yes	No
Was the information presented in a clear way that was easy to read?	Yes	No	If they were not able to answer your query directly, were they able to signpost you somewhere more appropriate?	Yes	No
If you wished to download information were you successful?	Yes	No	Were you given time to discuss your query fully?	Yes	No
Would you use the service again?	Yes	No	Would you use the service again?	Yes	No
Do you have any suggestions to improve the service?			Do you have any suggestions to improve the service?		

