



Parental Evaluation Sheet

Dear Parents/Carers/Young Person,

We are constantly looking at ways of improving the service that we offer to parents and young people. As a parent/carer/young person who has used the SEND Information, Advice and Support Service (SENDIASS), we would welcome your views on the service that you have experienced. All information will be handled in the strictest confidence. We would greatly appreciate your feedback.

Getting in Touch with Us

- | | | | | | | |
|-----|--|-------------------------|---|---|---|-------------------|
| 1.. | How easy was it to get in touch with us? | Not at
all easy
0 | 1 | 2 | 3 | Very
easy
4 |
|-----|--|-------------------------|---|---|---|-------------------|

The support we offered you

- | | | | | | | |
|----|--|---------------------------------|---|---|---|---------------------------------------|
| 2. | How helpful was the information, advice and support you received? | Not at
all
0 | 1 | 2 | 3 | Very
helpful
4 |
| 3. | How neutral, fair and unbiased do you think we were? | Not at
all
0 | 1 | 2 | 3 | Very
4 |
| 4. | What difference do you think our information, advice and support has made for you? | No
difference
at all
0 | 1 | 2 | 3 | A great
deal of
difference
4 |
| 5. | Overall, how satisfied are you with the service we gave? | Not
satisfied
0 | 1 | 2 | 3 | Very
satisfied
4 |
| 6. | How likely is it that you would recommend the service to others? | Not
likely
0 | 1 | 2 | 3 | Extremely
likely
4 |

If you are happy to discuss your comments about our service, may we contact you?

Yes ☐ No ☐

If yes, please provide your contact details below:

Name: _____

Tel: _____

Email: _____

Thank you for your help.