

Tribiwnlys Anghenion  
Addysgol Arbennig Cymru



Special Educational  
Needs Tribunal for Wales

## Customer Satisfaction Survey

We are always striving to improve our service to our customers, and to help us in this, we would be grateful if you would complete and return the following questionnaire.

Are you a:

Parent

Parent Rep

LA Rep

Child

Case Friend

Other

If other please specify:

Please answer the following questions by placing a number in the box.

1 = Strongly agree. 2 = Agree. 3 = Neither agree or disagree. 4 = Disagree. 5 = Strongly disagree

### 1. Communication

If you contacted SENTW during any stage of your application, please indicate how satisfied you were with the following:

We were prompt to respond:

We were polite and helpful:

Information was accurate and clear:

### 2. Service

Please indicate how satisfied you were with the service we provided during the appeal/claim

I was able to understand the process:

I found the 'How to make an Application' leaflet useful:

We processed your application efficiently:

### 3. Hearing

Please indicate how the following met your needs.

I was satisfied with the location of the hearing venue:

Our staff were helpful and polite:

#### 4. Website

If you used our website, did you find it useful?

Yes

No

If No, please say why not:

If you gave us 4 or 5 for any of the questions. Please tell us why, this will help us to improve our services.

If you have any further comments please use the space below:

During the year we hold meetings for our users. Our users include parental representatives, parents, representatives from LEA's and representatives from voluntary organisations.

The meetings take place twice a year in each of the three regions, North Wales, Mid & West Wales & South East Wales. The meetings take the form of an open discussion forum with agenda items being submitted prior to the event.

If you would like to be included in our user group meetings please provide your contact details below.

Name & Address:

Email: \_\_\_\_\_

Tel No: \_\_\_\_\_

**Thank you**

Please return a copy of this completed form to:

SENTW, Government Buildings, Spa Road East, Llandrindod Wells, Powys, LD1 5HA