

The Interpreting and Translation Team value your feedback and suggestions in ways we can improve our service.

Your name and department _____

Telephone: _____

Date of interpreting session: _____ Job ref: _____

1 How would you rate the helpfulness of the member of staff who dealt with you when making the request for an interpreter?

Excellent Good Average Poor Unacceptable

2 How clear was the information and advice you received?

Excellent Good Average Poor Unacceptable

3 Were you treated with respect? Yes No

4 Overall, how would you rate the quality of the service that you received from our team today?

Excellent Good Average Poor Unacceptable

5 Were you able to access the service without difficulty? Yes No
If you have answered 'No', please say why.

6 How well were your interpreting needs met?

Interpreter's time-keeping

Excellent Good Average Poor Unacceptable

Professional attitude of interpreter

Excellent Good Average Poor Unacceptable

Interpreter's competency in English

Excellent Good Average Poor Unacceptable

Interpreter's knowledge of the topic

Excellent Good Average Poor Unacceptable

7 If you have ticked 'Poor' or 'Unacceptable' to any of the above, please tell us why.

8 Is there anything further you would like to make a comment about?
