

CLIENT FEEDBACK FORM



PLS appreciates any feedback about our service that can help us make improvements in the way we provide assistance.

How did you find out about PLS?

- Saw Chainmail or other publication
- Another community organisation
- Queensland Corrective Services
- Private law firm
- Other (please specify)

How easy was it to access PLS?

- Difficult
- Okay
- Easy

How quickly did we respond to your enquiry?

- Not quickly enough
- Quickly enough
- Very quickly

How well did we treat you?

- Not well
- Quite well
- Very well

Did you understand the information you were given?

- Didn't understand at all
- Understood
- Understood very well

How useful was the assistance provided to you in helping you to understand or deal with your problem?

- Not useful at all
- Useful
- Very useful

What did you need from PLS?

Did you get the assistance you needed?

Were you given information or assistance about any other issue that helped you, and if so, what was that?

What did you like most about the service?

What did you like least about the service?

Do you have any suggestions of ways we could improve our service?

Are there any law reform or political issues you would like to see us fighting for?

About you:

Age Group:

Under 18 18-34 35-49 50-64 65+

Sex:

Male Female

Do you identify as Aboriginal and/or Torres Strait Islander?

Yes No

Do you have a disability (intellectual or mental health)?

Yes No

Did you use an interpreter to assist with the activity?

Yes No