



Parkside Centre, Leeds Road, Outwood, Wakefield, West Yorkshire WF1 2PN  
Tel:01924 215555 email:admin@wdsa.org.uk website:www.wdsa.org.uk

## CUSTOMER CARE SURVEY: AUTUMN 2018

1. Have we helped you in any of the following ways in the last 12 months? Please tick all answers that apply.

- Been to visit you at home
- Provided or fitted equipment free of charge following a home visit (e.g. Liquid Level Indicator, tactile markers, walking stick)
- Organised Talking Books or Newspapers for you
- Organised British Wireless for the Blind equipment for you
- Provided advice or support over the phone
- Provided advice or support in person in the office/at Demo Day
- Provided our befriending service or linked you in to our Friends on the Phone service
- Provided a coffee morning that you've attended
- Provided a social trip that you've been on
- Assisted you with the purchase or maintenance of any other equipment (e.g. sunglasses, replacement batteries for watches)

2. Have you been happy with the service you've received?

Yes

No

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President: The Lord St Oswald      Founded in 1869  
Company No. 7432897      Registered Charity No. 1140483

Make a will, make a difference - we depend on donations and legacies - we are a local charity serving local people - whatever you may choose to leave will really help!

