**Feedback from people who use services, their family, and carers.**

This form can be used to get feedback from people who use services, their family and carers when there is no existing tool or process. Some or all the questions may be used and the person asking the questions should rephrase, add explanations or prompts as required.

Before they start, the person asking the questions must explain the purpose and ask permission to record the responses below and to share the comments with the social worker to assist their professional development.

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| --- | --- |
| Did the social worker get your permission in advance for me to contact you? |  |
| Does the social worker arrive on time? If they are delayed, do they contact you to let you know? |  |
| Are you clear why the social worker meets with you? |  |
| How well prepared is the social worker for their meeting with you? |  |
| Does the social worker listen to you and take on board your views and wishes? |  |
| Does the social worker explain their assessments/ recommendations/ decisions and why they think this? |  |
| Does the social worker explain their written assessments and reports and help you prepare you for meetings? |  |
| Any other comments that you would like to make? |  |