

# Feedback Form for the Helpline

## Please complete this feedback form if you use the helpline.

We value your feedback, both positive and negative, it helps improve the service to you. Please print this form off and send back to us at BCSW, PO BOX 654, Bristol, BS99 1XH. Or if you need this form sent in a different format (bigger print, or as an attachment via e-mail) phone the office on 0117 927 9600.

This feedback form is completely confidential, and anonymous, we do not ask for your name or contact details. The information we collect from the forms may be used to produce reports to our management group, and some information may be used in funding applications and in our Annual Report.

## How to fill in the form:

- *Please follow the instructions in all sections, they are in italics*
- If you have phoned the helpline more than once please refer to your most recent call to the Helpline

## 1. Before the call

1a) How did you hear about BCSW helpline? \_\_\_\_\_

## Why did you phone the helpline?

1b) I phone the BCSW helpline because: *(Tick all statements that apply)* *Tick*

- |   |                          |
|---|--------------------------|
| ➤ I can talk to another woman                             | <input type="checkbox"/> |
| ➤ I don't have to talk to a man                           | <input type="checkbox"/> |
| ➤ It supports women who self-injure                       | <input type="checkbox"/> |
| ➤ It is the only helpline open during weekend late nights | <input type="checkbox"/> |
| ➤ I will be listened to, and not judged                   | <input type="checkbox"/> |
| ➤ I always phone this helpline                            | <input type="checkbox"/> |
| ➤ Someone gave me the number                              | <input type="checkbox"/> |
| ➤ Other Reason  | <input type="checkbox"/> |

Please state \_\_\_\_\_

*Do you agree or disagree with the following statement?*

1c) When I called it was difficult to get through to the helpline? **Yes / No** *(please circle)*

If you circled **Yes**, how many times did you have to ring before you have got through to a volunteer?

\_\_\_\_\_ Times *(number of times you tried)*

Comments \_\_\_\_\_

1d) Is there an evening when you are most likely to phone the helpline? **Fri / Sat / Sun / it varies**  
*(please circle)*

## 2. At the start of your last helpline call

*Do you agree or disagree with the following statements?*

2a) When the helpline volunteer answered the phone they sounded caring: **agree not sure disagree**  
*(please circle)*

2b) The helpline volunteer explained how the helpline works (eg. It is confidential, we can talk for an hour)  
**agree not sure disagree**

## 3. How was the call?

*(please circle)*

3a) The volunteer seemed cold and distant during the call **agree not sure disagree**

3b) I felt supported during the call: **agree not sure disagree**

3c) I felt like the helpline volunteer tried to tell me what to do: **agree not sure disagree**

3d) I felt like the helpline volunteer was not judging me or what I said: **agree not sure disagree**

3b) I felt like the helpline volunteer really listened to me: **agree not sure disagree**

**Please TURNOVER**

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### 4. How the call ended?

*Do you agree or disagree with the following statements?*

*(please circle)*

- |  |              |                 |                 |
|--|--------------|-----------------|-----------------|
| 4a) The helpline volunteer ended the call without warning                | <b>agree</b> | <b>not sure</b> | <b>disagree</b> |
| 4b) I felt better in myself at the end of the call than at the beginning | <b>agree</b> | <b>not sure</b> | <b>disagree</b> |
| 4c) It didn't help to talk to the Helpline                               | <b>agree</b> | <b>not sure</b> | <b>disagree</b> |
| 4d) It helped to talk to the Helpline                                    | <b>agree</b> | <b>not sure</b> | <b>disagree</b> |
- If you **agree** that it helped say in what way \_\_\_\_\_

*(continue below in comments section)*

- 4e) Did you ask for information or booklets to be sent?  
If **Yes**, then did you receive this within 5 days?

**Yes / No** *(please circle)*

**Yes / No** *(please circle)*

### About you:

Your age: \_\_\_\_\_ Years *(please say how old you are)*

Your ethnicity. *Please tick the box that applies, and state if applicable*

White – British		Asian or Asian British – Pakistani	
White – Irish		Asian or Asian British – Bangladeshi	
White – any other White Background	Please state	Asian or Asian British – Any other Asian background	Please state
Mixed – White and Black Caribbean		Black or Black British – African	
Mixed – White and Black African		Black or Black British – Caribbean	
Mixed – White and Asian		Black or Black British – Any other Black background	Please state
Mixed – any other mixed background	Please state	Chinese	
Asian or Asian British – Indian		Other ethnic group	Please state
		Do not wish to disclose	

Where do you live? *(Area eg. London, Bristol, Edinburgh)* \_\_\_\_\_

Do you ring any other helplines for support?  
If you circled **Yes** please say which Helpline/s \_\_\_\_\_

**Yes / No** *(please circle)*

Would you still phone the Helpline if we changed the phone number to?

*(please circle)*

0845 lo-call number (this means that you **always** pay the cost of a local call from anywhere in the UK on a landline and some mobiles)

**Yes / No / Don't know**

0808 free-call number (this means that it is free to call from landlines in the UK and most mobiles)

**Yes / No / Don't know**

### Comment or general feedback:

Please use this space to give us feedback about the helpline.

We may use your comments to help promote the helpline to other callers, or to supporters and funders to get more money to run the helpline. If you do **not** want this please tick here .....

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*If you have a complaint about the service we would like to hear from you, please phone the office on 0117 927 9600 to ask about our complaints policy*