

VICTORIA HOUSE CUSTOMER SATISFACTION - SURVEY RETURNS

Detailed below are results of 23 customer satisfaction surveys were received during the period of May 2008 and comments from same.

How do you feel that the facilities within Victoria House meet with your requirements?

Excellent Good Fair Bad

Were you provided with a welcome pack when you arrived at the project and if so did you find this beneficial?

Yes No

Were you given advice on how to make a complaint on any aspect of the service provided?

Yes No

How would you describe the social activities provided within Victoria House?

Excellent Good Fair Bad

Were your support needs met within Victoria House?

Yes No

Do you feel the service received during your stay at the project will benefit you when moving on?

Yes No

Did you feel the residents meetings were beneficial to you?

Yes No

Do you feel any aspect of the service provided to you could be improved?

Yes No

ANY OTHER COMMENTS RECEIVED:

“The staff are very helpful and are always there if you need them which I think is very good to know there is always someone there if a problem ever arises”

“I’ve always enjoyed my time in Victoria House, its not like any other hostels, the only thing I dislike is not having a lounge we can sit and smoke and talk to other residents in but otherwise the staff are all very helpful at all times and if they see you down they always come over and talk to you”

“The team are doing good work”

“Staff at Victoria House has been excellent when it comes to supporting any needs I have had. I have found it more than beneficial staying here and haven’t got a bad word to say about anything”

“I think it would be good for the hostel to give people maybe a weeks worth of food depending on when they get paid so they have got enough to see them through till pay day. I know we get a welcome pack to start with but it’s good to know there is other help as well and if you want to speak to hostel staff about anything there should be someone that you can talk to”