

Feedback form 4

Thank you for completing this form. We ask for feedback about our social work students so that the student can learn about what they did well and what areas they need to develop further.

	1	2	3	4
1. How would you rate the quality of service you received?	Very poor	Poor	Good	Excellent
2. Did you get the kind of service you wanted?	No, definitely not.	Not really	To some extent	Yes, definitely.
3. To what extent has the student met your needs?	None of my needs have been met	Some of my needs have been met	Most of my needs have been met	Almost all of my needs have been met
4. If a friend were in need of similar help, would you recommend they contact this service?	No, definitely not.	Probably not	Maybe	Yes, definitely.
5. How satisfied are you with the amount of help you received?	Very dissatisfied	Quite dissatisfied	Quite satisfied	Very satisfied
6. Have the services you received helped you to deal more effectively with your problems?	No, they made things worse.	Not really	To some extent	Yes, definitely.
7. In an overall, general sense, how satisfied are you with the service you received?	Very dissatisfied	Quite dissatisfied	Quite satisfied	Very satisfied
8. I would contact social services again in the future if I needed help again	Strongly disagree	Disagree	Agree	Strongly agree
Please note any other comments you have about the student and their practice here:				

Student's name:	
Date of direct observation:	
Name of person collecting the feedback:	
Date feedback collected (if different from above):	

Note: A version of this form has been widely used to gather feedback from people around the world across various services. For comparison, the table below shows the overall scores for different types of services, calculated by taking the average of responses for all items.

Type of service	Number of people giving feedback	Overall score	Source
Community mental health	62	3.02	Attkisson and Zwick, 1982
Psychiatric counselling	24	2.70	Bishop et al, 2002
Child and adolescent mental health services	15	3.49	Byalin, 1993
Substance misuse services	262	3.03	De Brey, 1983
Alcohol misuse services	208	3.46	Dearing et al, 2005
Mental health crisis intervention	260	2.85	Johnson et al, 2005
Child and family social work services	500	2.43	Wilkins and Forrester, 2022