

## STAR RATINGS & REVIEWS FEEDBACK FORM

Please complete the following form and help others to decide which service(s) to choose. All ratings and comments are published on our website [www.leedsdirectory.org](http://www.leedsdirectory.org). Your name and telephone number will remain anonymous.

If you prefer, you can submit a rating by calling our Helpline on 0113 391 8333 or online via our website [www.leedsdirectory.org](http://www.leedsdirectory.org).

Name of organisation used: \_\_\_\_\_

Type of service used: (e.g. Cleaning/Shopping) \_\_\_\_\_

Please score the service in the following areas by circling the appropriate star:

Very Poor  $\longrightarrow$  Excellent

**Reliability**

*(did they do what they said they would?)*



**Affordability**

*(did you get good value for money?)*



**Flexibility**

*(were they willing to work around you and your needs?)*



**Accessibility**

*(how easy was it to contact the organisation/service?)*



**Quality**

*(how satisfied are you with the quality of the service?)*



Comments (only factual comments will be published): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Sometimes, we may need to call you to double check the scores you have given:

Your name: \_\_\_\_\_ Your phone number: \_\_\_\_\_

Please return your completed form to: **Care & Repair Leeds**  
323 Roundhay Road  
Leeds LS8 4HT