

We All Need Answers. Your Views Matter.

Please print and complete this questionnaire, it will take no more than 5 minutes. It is optional not to add your name and address, your answers will remain confidential. You don't need a stamp just post it using our Freepost address to:

FREE POST RTCE-TKZY-XXXZ

Iraqi Association

Office C Norland House

9 Queensdale Crescent

London W11 4TL

THANK YOU...

Iraqi Association Questionnaire 2013

The purpose of this questionnaire is to collect and analyse information about customer satisfaction in relation to our services, projects and the organisation. The findings will be used to improve our services and identify the new emerging trends. It takes less than 5 minutes to complete this questionnaire. Please return the completed questionnaire to: Iraqi Association, Freepost RTCE-TKZY-XXXZ, Office C Norland House 9 Queensdale Crescent London W11 4TL.

About You

your answers will remain confidential

Name (optional).....

Address (optional).....

.....Post Code.....

1. Please indicate your gender and your faith

Male

Female

Your Faith Group.....

2. Please indicate your age group, please tick one

Under 16

16 -18

19-20

21-30

31-40

41-50

51-60

61-64

65 or Over

3. Do you live in London:

Yes If Yes which Borough.....

No If No please tell us where.....

Your Post Code is

4. Do you suffer from any chronic disease(s) or disabilities?

Yes No If Yes please tell us the name (s):.....

How would you describe the extent of your disability or health problem? Please tick one

Slight Moderate Severe Very severe Not sure/No opinion

5. Your legal status in the United Kingdom, please tick one

U.K Born

Asylum Seeker

Naturalized British Citizen

Humanitarian Protection

Refugee UN 1951 Travel Document

ILR

Iraqi Passport holder

Discretionary Leave to Remain

EU National/Country

Other please be specific

6. Your accommodation, please tick one

Council Housing Association Hostel Privately Rented Mortgaged Owner Occupier

7. What is your occupation?

Pensioner/Retired

Employed If Yes what is your occupation? Job title

Unemployed If Yes how long? I have been unemployed for Years/Months

Student/Pupil If Yes please tick one: School College University Training Course

8. What is your qualification, please tick one

School Leaver Training Diploma University Degree

Master Degree PhD

Other, please specify.....

About You and Iraqi Association (IA)

9. Have you ever requested help from Iraqi Association?

Yes If Yes How many times? No If No please tell us why.....

10. Please indicate your level of satisfaction/dissatisfaction with IA services that you had received, please tick one
 Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied

11. 'Iraqi Association provides essential important services to the community', please tick one
 Agree Strongly Agree Disagree Strongly Disagree

12. How do you rate IA as an organisation?
 Independent organisation Belongs to the Home Office Belongs to the Council Non-Sectarian

13. How do you rate the independency of Iraqi Association? Please tick one
 Important Very Important Not Important

14. How do you rate Iraqi Association image and profile?
 Please tick one
 Excellent
 Good
 Poor
 Very Poor

15. What type of additional services IA should provide?
 Counselling Business advice
 Integration issues Mental health advice
 Family breakdown project Children/Parents difficulties
 Youth settlement service Emergency work in Iraq
 Internet & Wifi project Lobby & campaign Work
 Regular community English newsletter Chronic disease advice
 Vulnerable project Art & culture project
 Returnees project Research work
 Other please specify

16. How do you rate AL Muntada newsletter? Please tick one
 Good
 Excellent
 Poor

17. Do you think Al-Muntada newsletter offers valuable information? Please tick one
 Yes No

18. How often should IA Produce Al-Muntada newsletter? Please tick one
 Monthly
 Bimonthly
 Quarterly

19. Do you think Al-Muntada newsletter should focus only on the *needs of the community? Yes No (*By needs we mean settlement process)

20. Do you have access to Internet?
 Yes No

21. Would you prefer to access AL-Muntada newsletter on-line from our website, instead of posting? No Yes If Yes, please write your email.....
 This will save us the cost of posting.

22. How often do you access our Website? Weekly Monthly Occasionally Daily
 Please tick one.
 Rarely

23. What do you think about this type of feedback method? Please tick one
 Very important Important Less important Don't know

Thank you very much for completing this Questionnaire.

Please return to
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 Iraqi Association
 Office C Norland House
 9 Queensdale Crescent
 London W11 4TL

المُنْتَادَةُ الْعِرَاقِيَّة

Iraqi Association

Office C Norland House, 9 Queensdale Crescent London W11 4TL
 www.iraqiassociation.org info@iraqiassociation.org
 Telephone: 020 7023 2650 Charity No. 1101109