

Money Sorted in D2N2 Participants Satisfaction Survey

This survey is designed to allow participants of the Money Sorted in D2N2 project to provide feedback on their experience of the project.

Please answer each question by circling and / or writing your response.

Personal Navigator: _____

1. How satisfied were you with the knowledge and expertise of your Personal Navigator?

Very satisfied

Satisfied

Neither satisfied or unsatisfied

Slightly unsatisfied

Very unsatisfied

Comments: WAS VERY VERY KNOWLEDGIBLE AND HAS A TALENT FOR MAKING THINGS EASIER FOR ME TO UNDERSTAND AND TAKE CONTROL OF MY FINANCES.

2. How easy did you find it to contact your Personal Navigator?

Extremely easy

Easy most of the time

Easy some of the time

Not easy

Very difficult

Don't know

Comments: I HAD MOBILE NUMBER TO CONTACT HER AS WELL AS THE 1-800-NUMBER

3. How friendly and approachable was your Personal Navigator?

Extremely friendly and approachable

Quite friendly and approachable

Not very friendly and approachable

Don't know

Comments: IS AMAZING AND I HAVE HAD TO SPEAK HER ON MANY OCCASIONS AND SHE HAS ALWAYS BEEN THERE FOR ME

4. Do you feel your Personal Navigator listened to you?

Always

Sometimes

Rarely

Never

Don't know

Comments: I THINK OF HER AS A FRIEND NOW AS SHE LISTENS AND UNDERSTANDS MY ISSUES AND MENTAL HEALTH

5. What difference has accessing Money Sorted in D2N2 made to you?

THE D2N2 HAS MADE A MASSIVE DIFFERENCE TO HOW I LOOK AND DEAL WITH MY DEBTS. THIS SERVICE HAS GENUINELY SAVED MY LIFE AS WITHOUT IT I WOULD HAVE DEFINITELY GIVEN UP ON LIFE

6. What is most important to you about the service you received?

THE WAY THE PERSONAL SERVICE AND SIMPLIFIED HELP HAS CHANGED MY OUTLOOK AND MY LIFE. I HAVE EVER GONE OUT AND FOUND A JOB.

7. What could Money Sorted in D2N2 do differently to improve the service you received?

NOTHING THIS SERVICE IS A GODSEND TO PEOPLE LIKE ME WITH MENTAL HEALTH PROBLEMS AND LITTLE KNOWLEDGE OF FINANCES

8. Any other comments?

JUST A THANKYOU TO [NAME] AND THE TEAM FOR SAVING MY LIFE AND IMPROVING MY QUALITY OF LIFE

Thank you for your time!