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

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<thead>
<tr>
<th>Age Group</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Under 16</td>
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<td>16-18</td>
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<tr>
<td>65 or Over</td>
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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……………………………….
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 [ ] Integration issues [ ] Family breakdown project [ ] Youth settlement service [ ]
    Internet & Wifi project [ ] Regular community English newsletter [ ] Vulnerable project [ ]
    Returnees project [ ] Other please specify .................................
    Business advice [ ] Mental health advice [ ] Children/Parents difficulties [ ]
    Emergency work in Iraq [ ] Lobby & campaign Work [ ] Chronic disease advice [ ]
    Art & culture project [ ] Research work [ ]

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 [ ]
    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 FREE POST RTCE-TKZY-XXXZ
Iraqi Association
Office C Norland House
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