

We're Listening

## Rate and review us

Are you: <sub>1</sub> a resident? <sub>2</sub> a visitor?

How would you rate your experience in the village and with ExtraCare?

<input type="checkbox"/>	5	★ ★ ★ ★ ★	Excellent – nothing to improve
<input type="checkbox"/>	4	★ ★ ★ ★ ☆	
<input type="checkbox"/>	3	★ ★ ★ ☆ ☆	
<input type="checkbox"/>	2	★ ★ ☆ ☆ ☆	
<input type="checkbox"/>	1	★ ☆ ☆ ☆ ☆	Very disappointing – lots to improve

What are your reasons for giving this rating?

Male <sub>1</sub> Female <sub>2</sub> Apartment No.

Thanks for taking the time to give your feedback.

Please rate and review us using this card.

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### What happens next?

We'll analyse the results each month so look out for our monthly 'You-Said-We-Did' communication.

### Got a formal complaint?

Want a personal response? In that case we're keen to hear from you personally, so please talk to us, or use our 'Tell us your concern' form.

### How we use your information:

We use two trusted technology partners to help us collate and categorise your feedback.

They'll never disclose the information to a third party. We share resident data we already hold, such as tenure; age; and receipt of care, with one of those partners. We do this by apartment number and gender so that our partner can link this data (in most cases) to the survey responses in their software. This enables us to analyse the responses from different resident groups, whilst maintaining a short, quick and easy survey format for residents. For more information visit [www.extracare.org.uk/listening](http://www.extracare.org.uk/listening)

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<input type="checkbox"/> <sub>3</sub>		
<input type="checkbox"/> <sub>2</sub>		
<input type="checkbox"/> <sub>1</sub>		Very disappointing – lots to improve

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The  
**ExtraCare**  
Charitable Trust

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