*Download, add your comment /question and email to* [*projectscaffold2021@gmail.com*](mailto:projectscaffold2021@gmail.com)

*Thank you for making a contribution!*

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| Best Practice Name: | **Surveys of service quality and service delivery** | Best practice number: | | 5043-006-006 | |
| 1. **Comment or Question** | | | | | |
| Use electronic surveys, but do not find it very successful.  Question: How does De Meerpaal manage to get the information in? | | | | | |
| Organisation / Individual: | Medwell | | Project Scaffold member number: | |  |
| 1. **Comment or Question** | | | | | |
| Reduce survey question to 2 or 3. Found best results if residents were phoned to get their opinions. (administrator phoned) | | | | | |
| Organisation / Individual: | MacCare | | Project Scaffold member number: | |  |
| 1. **Comment or Question** | | | | | |
| During a free Coffee and cake session to all, move around and ask residents feedback | | | | | |
| Organisation / Individual: | Feedem | | Project Scaffold member number: | |  |
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| Organisation / Individual: |  | | Project Scaffold member number: | |  |
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| Organisation / Individual: |  | | Project Scaffold member number: | |  |