

Mystery Shopping Form

HDFC is delighted to develop a way for Haringey's residents to rate local services, and share this information with one another.

This is an ongoing process and we look forward to improving the way we work as well as helping to make Haringey accessible to everyone.

Why not try out the 'Mystery Shopper Form' by reviewing us!

Once complete return forms to:

HDFC,

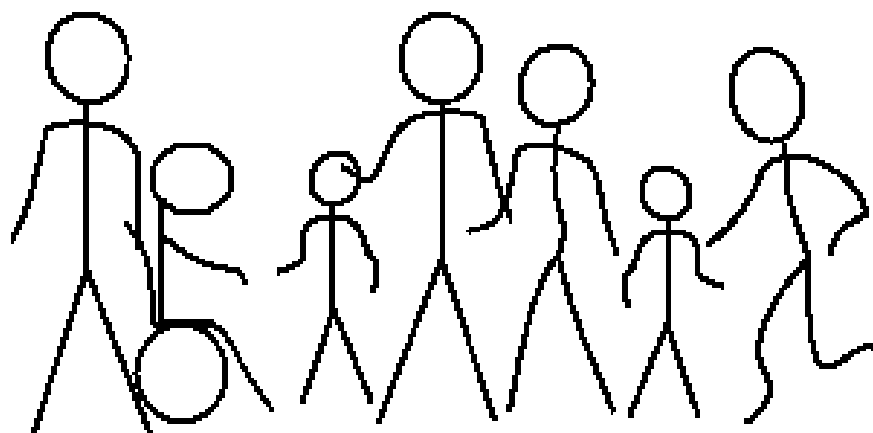
1 Bruce Grove,

Haringey.

N17 6RA.

or mhairi@hwfonline.org.uk

Haringey Disability First Consortium



working together to make Haringey accessible for everyone

Haringey Disability First Consortium is made up of four local community organisations:



Charity number 1005145



Charity number: 1069301



Charity number: 1118255



Charity number: 1088695

| | |
|---|--|
| Mystery Shopper's name (if you want to remain anonymous please write <i>anon</i>) | |
| Who/ what are you reviewing? (name of staff member and/ or name of service) | |
| Where is the service? (if by phone, letter or email please state, otherwise FULL address) | |
| When? (please state date and time) | |
| Why? (Is this review at the request of the forum, a forum member or the service provider?) | |

Please rate the following sections using the scale below, tick or circle the most appropriate. There is also space to add comments or give examples of why you feel the service has been good or bad.



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Please ask if you would like any help or have any questions. If you feel any sections do not apply to the service you are reviewing please put N/A for 'Not Applicable'.

1. Accessing the service

'physically' - step free access, hearing loops, Braille, parking?
'virtually' - ease of booking, language used, clear directions?



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Comments

2. Respect

Were you treated politely? Were your human rights respected?



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Comments

3. Responsiveness

Did they respond to your requirements? Did they listen to you?



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Comments

4. Confidentiality/ Privacy

Were your records kept confidential. Did you feel confident that what you were saying in private was kept private?



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Comments

5. Understanding

'generally' – empathetic, well trained staff?

'specifically' – where appropriate did they understand your specific condition/ disability/ additional requirements



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Comments

6. Flexibility and Home Visits

Was it easy to change appointments or arrange home visits when circumstances demanded?



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Comments

Any additional comments or observations

Improvements/ alterations/ response

After receiving Haringey Disability First Consortium's rating what was the response?



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Comments