**Service User Feedback Form**

Different templates can be made available to capture feedback from Victims and Survivors and others who access our safeguarding services. They all revolve around the same themes:

* The experience of disclosure/reporting/telling someone about incidents.
* The process that followed.
* The types and effectiveness of support that was offered.

This exercise can be offered in a variety of ways:

* Online Survey
* Paper Form
* Questions for a 1-on-1 Conversation with DSA/CSA (either in person or remote/over the phone)
* Questions for a 1-on-1 with the relevant Safeguarding Lead (either in person or remote/over the phone)

If you would like to offer one of these services, please contact [**nss@churchofengland.org**](mailto:nss@churchofengland.org).

*Things to take into consideration:*

Must be optional.

* + For dioceses/cathedrals: This is simply a tool that can be used to being the quality assurance of services provided to Victims and Survivors/those who access our services. Not compulsory to use, but an option to highlight how well the Victim and Survivor Standard is being met.
  + For those using it: People are only offered the opportunity to provide feedback on the experience of disclosure and accessing support, there is no expectation that the offer is taken up.

When should this be offered?

* + Thought needs to be given about when this service is offered, currently the optimal option is when a Core Group/Safeguarding Case Management Group is closed, and final outcomes are being communicated.