

The Feedback Dialogue

When thinking about information from users
we need
to separate out the individual
from the collective



Share your experiences of giving feedback to a service you use

- was it positive?
- did you feel valued?
- did you want to do it again?
- how do you perceive it being used?



Feedback from users

Do you know the answer before you asked?

- What do you propose to do with the results?

Has somebody else asked a similar question recently?

- Will you be able to act on them?

What happened to the results?

- How will you inform users what you have done with their material?

Ways of obtaining feedback

- Ask sample of users to write down a comment on a blank piece of paper at set intervals
- Ring up sample of users periodically to ask if they have any comments or suggestions
- Have a comments box supported by a board with a selection of users comments and the action taken
- Could be supplemented by information

Feedback from users

Tracking users journey

Shadowing

Compliments

Complaints

Surveys

Volunteers

Interviews

One to one questions

Risk Management

Forms

PALS

www logs



Feedback - public

- user satisfaction surveys
- opinion polls
- standing panels
- research panels
- community issue groups

- electronic feedback
- citizens' juries
- consensus conferences

