**This questionnaire:**

* have it translated in Ukraininan and Polish (if possible
* to have printed out on A4
* available on ADRA Poland`s website as online form to be filled in

**Your feedback is important**

**Why we are conducting this survey?**

We care about your opinion. Your answers will give us insight into your expectations and experience with us. The data thus collected will be used for improving our services and protecting your interest. This survey is anonymous, so there is no need to write your name.

Thank you!

**General data**

**I am a male/female**

**I am**

1. **Under 18**
2. **19-26**
3. **27-45**
4. **46-55**
5. **56+**

**How long have you been using ADRA services?**

1. **Less than a week**
2. **Between one week and one month**
3. **Between one and three months**
4. **More than three months**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **1** | **How satisfied are you with ADRA services?** | **1** | **2** | **3** | **4** | **5** |
| **2** | **How satisfied are you with ADRA staff?** | **1** | **2** | **3** | **4** | **5** |
| **3** | **How satisfied are you with the way the shelter/integration center camp is organized?** | **1** | **2** | **3** | **4** | **5** |

**1.Very dissatisfied 2. Somewhat dissatisfied 3. Neither dissatisfied or satisfied 4. Somewhat satisfied 5. Very satisfied**

**How satisfied are you with specific ADRA services?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **4** | **Quality of shelter (if you used that service)?** | **1** | **2** | **3** | **4** | **5** |
| **5** | **Quality of child daycare** | **1** | **2** | **3** | **4** | **5** |
| **6** | **Quality of legal advise** | **1** | **2** | **3** | **4** | **5** |
| **7** | **Assistance to other services in the town** |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **8** | **How useful did you find the information, announcements or pictures?** | **1** | **2** | **3** | **4** | **5** |
| **9** | **How useful do you find information from ADRA workers?** | **1** | **2** | **3** | **4** | **5** |

1. **Not useful at all 2. Not useful 3. Not sure 4. Useful 5. Very useful**

**6. Have you ever asked a question or registered a complaint with ADRA?**

* + Yes
* No

**7. If you have a complaint about humanitarian services, how do you voice it**

* + I don't have complaints,
* I go to the ADRA integration center and register a complaint,
* I put my anonymous complaint into a complaint box.
* I make an online complaint
* I have no way to voice complaints.

**8. How did you receive a response to your complaint?**

* + Referred to another NGO/UN agency,
* Did not receive a response staff,

**9. Have you ever had a problem when you tried to register a complaint?**

* + I have not had a problem/always been able to complain
* Staff member turned me away
* Staff was too busy
* I was told this is not the right place for that complaint
* Office was closed

**10. Have you ever been charged money or made to pay for a humanitarian service?**

* Yes
* No

**11. What were you charged money for?**

11a. List for what:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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**12 Have you been personally attacked, threatened, or harassed by someone from ADRA in the last 6 months?**

* Yes
* No

**13. If dissatisfied with anything during your use of ADRA services, what was that:**

- service of translation

- legal advise

- child daycare

- shelter

- other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_