



How many applications have you made to the Court of Protection?

When did you last make an application to the Court?

Based on your most recent experience please answer the following;

**Before making the application:**

**Website**

Did you use a website to access information? Yes  No

What website did you use? Please specify

How helpful was the website in answering your query?

Very Helpful  Helpful  Not really helpful  Not at all helpful

What suggestions would you make to improve the website information?

**Telephone Contact with the Court**

Was the telephone answered within a satisfactory time period?

Yes  No

How helpful were the Court Staff?

Very Helpful  Helpful  Not really helpful  Not at all helpful

How knowledgeable was the person you spoke to?

Very Knowledgeable  Knowledgeable  Not really knowledgeable  Not at all knowledgeable

Did you receive the correct forms?

Yes  No

**With 1 being the highest and 4 being the lowest, how do you rate the overall telephone service you received?**

1

2

3

4

**What suggestions would you make to improve our telephone service?**

**Forms and Guidance**

**How clear was the guidance on making an application to the court?**

Very clear

Clear

Not really clear

Not at all clear

**How easy did you find the forms to complete?**

Very Easy

Easy

Difficult

Very Difficult

**How helpful was the checklist received in your application pack?**

Very Helpful

Helpful

Not really helpful

Not at all helpful

**Was it clear what would happen after your application is received by the court?**

Yes

No

**What suggestions would you like to make to improve the guidance?**

**Application Issued**

**Upon receipt of the issued application form, how helpful did you find the enclosed letter?**

Very Helpful     Helpful     Not really helpful     Not at all helpful

**Did you understand who to serve and notify about your application?**

Yes     No

**Did you understand how to serve and notify the application?**

Yes     No

**Did you understand why you had to notify the person the application relates to?**

Yes     No

**How easy did you find the COP20A form to complete?**

Very Easy     Easy     Difficult     Very Difficult

**How easy did you find the COP20B form to complete?**

Very Easy     Easy     Difficult     Very Difficult

**How clear was the COP21A AND COP21B guidance?**

Very clear     Clear     Not really clear     Not at all clear

**Was it clear what the court would do on receipt of your COP20 papers?**

Yes     No

**What suggestions would you like to make to improve our guidance?**

**Arranging security**

**Were you aware that you would be required to pay a security bond?**

Yes  No

**Did you understand why you were required to take out security?**

Yes  No

**How clear was the information provided by the court about taking out security?**

Very clear  Clear  Not really clear  Not at all clear

**How easy was the form to apply for security?**

Very Easy  Easy  Difficult  Very Difficult

**What suggestions would you like to make to improve our guidance?**

**Final Order - receipt**

**Did you understand what to do with the order?**

Yes  No

**Is it clear how to ask the court to reconsider the contents of the order?**

Yes  No

**How satisfied are you with the service you have received from the court?**

Very Satisfied  Satisfied  Unsatisfied  Very Unsatisfied

**What suggestions would you make to improve our service?**