



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?