

PROJECT TITLE:

SCHEDULE FOUR – SERVICE EVALUATION FORM

GrantScape is committed to meeting the Association of Charitable Foundations (ACF) Quality Framework for good grant-making practice. To help us monitor and improve our grant-making process, please answer the questions below.

Section 1 – Feedback on GrantScape’s Grant-making Process

1. Rate the following documents and forms on a scale of 1 – 4, where 1 indicates you found them difficult to understand and 4 indicates you found them easy to understand:

	1(difficult)	2	3	4(easy)
➤ Funding criteria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Online application form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Online application guidance notes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Offer letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Grant giving terms and conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide any comments you have on these documents and templates, and/or any problems that you had in understanding them.

Comments:-

2. Rate the following processes on a scale of 1 – 4, where 1 indicates you found the process difficult and 4 indicates you found it easy:

	1(difficult)	2	3	4(easy)
➤ Finding out if you were eligible to apply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Accessing the application pack	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Completing the online application form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
➤ Submitting claims for payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide any comments you have on these processes and/or any problems that you experienced.

Comments:-

3. Rate our service in the following areas:

	Poor			Average			Good			Excellent		
➤ Answering queries quickly												
➤ Professionalism and courtesy												
➤ Allowing sufficient time to apply												
➤ Providing the funding decision quickly												
➤ Support from the Grant Team												
➤ Liaison with the Grant Manager												

Please provide any comments that you have on our service.

Comments:-

4. Rate your overall level of satisfaction with the service received from GrantScape:

	Poor			Average			Good			Excellent		
➤ Overall satisfaction												

Please provide any comments you have on your overall level of satisfaction with GrantScape.

Comments:-

Please tick the box if you are happy for us to use these comments as a quote on our website and in any other promotional media:

5. If you have any suggestions on how we could improve our grant-making process, please provide details.

Comments:-

Please return this completed form with the final Schedule Two payment claim and Schedule Five – Completion Statement