

Fitness to Practise Witness Feedback Form

We aim to provide witnesses with a high standard of care and assistance. We are aware that it can be a difficult time, and value the feedback that you can provide to assist us in making improvements in the future.

We would be grateful if you could take a moment to complete the questionnaire below.

Your name:	Case reference number:
Date of hearing:	Case name:

Please circle the number from 1 to 5 that you feel best reflects our performance in relation to questions below (1 = lowest, 5 = highest).

Initial contact

Q1 Do you feel that we provided you with enough information about the fitness to practise process?
 1 2 3 4 5

Q2 How well did we answer any questions you asked?
 1 2 3 4 5

Q3 How promptly did we respond to your questions?
 1 2 3 4 5

Q4 Did we keep you adequately informed of the progress of the case?
 1 2 3 4 5

Q5 If our solicitors took a witness statement from you, did they explain why it was necessary, talk you through the process and answer any questions?
 1 2 3 4 5

The hearing

Q6 Did we give you sufficient notice of the final hearing date?
 1 2 3 4 5

Q7 Did we fully explain what would happen at the hearing?
 1 2 3 4 5

Q8 Having attended the hearing do you feel this explanation was accurate?
 1 2 3 4 5

Q9 Were you properly looked after during the hearing?
 1 2 3 4 5

Q10 If we made travel and accommodation arrangements for you, were these satisfactory?
 1 2 3 4 5

After the hearing

Q11 Did we deal properly with any expenses you claimed?
 1 2 3 4 5

Q12 Did you find our witness pack helpful?
 1 2 3 4 5

Q13 Overall, do you feel that we have been helpful and sensitive towards you?
 1 2 3 4 5

Q14 Can you make any suggestions as to how we could improve our witness support?

Q15 Is there anything that you found particularly helpful or anything that you feel we did well?

Please feel free to make any further comments on the back of this form.

Thank you for your time.