Paper Copies - Ensuring Your Questionnaire Is Counted

When Webropol receives completed paper copies of the iMatter questionnaire for input, they check for any spoiled copies. Unfortunately, spoiled questionnaires cannot be counted. To make sure your completed and returned questionnaire is included, please check the following before submission:

How to Ensure Your Questionnaire Is Counted ✔	When a Questionnaire Is Not Counted ✘
Using the Correct Questionnaire Each paper copy of the iMatter questionnaire is unique to you, so it's important to complete the one assigned to you. ✔ • Check the cover letter that accompanies your questionnaire – it will have your name on it. • This section is removed before sending to Webropol, but verifying it ensures you have the correct copy. Completing the wrong questionnaire may result in your responses not being counted.	**Duplicate Copies** If a questionnaire has been photocopied and completed by more than one person, resulting in multiple copies with the same QR code, these are considered duplicates. Duplicate questionnaires cannot be counted, as each QR code is linked to a single individual. ✘ **To avoid this issue:** • Always complete the original questionnaire provided to you.

		• Do not photocopy or share your questionnaire with others.	
Mandatory Questions • You must complete the first 29 questions as a minimum, including the 'Overall Experience' question. • The most commonly missed question is the very last mandatory question: "Overall, working within my organisation is a..." (Respondents are invited to rate this statement on a scale of 1–10.) **Non-Mandatory Questions** • The questions in the 'About You' section (e.g., Staff Groupings) are optional and do not affect whether your questionnaire is counted.	✔	**Partial Responses** If a questionnaire is returned with not all mandatory questions completed, it is recorded on the system as a 'partial response'. Partial responses cannot be counted towards the final results. **To avoid this issue:** • Ensure you complete all mandatory questions (the first 29 questions, including the 'Overall Experience' question). • Double-check before posting to confirm no questions have been left blank.	✘

Changing Your Answer If you change your mind about a response you have already selected: • Score out the original tick. • Tick your new choice clearly. This ensures Webropol knows which answer you intend to submit.	✓		
Return Deadline for Paper Copies Before posting your completed paper questionnaire: • Check the return date – this is always one week after the electronic questionnaire deadline. • Post in plenty of time to ensure it reaches Webropol by the deadline. Late submissions cannot be counted, so timely posting is essential.	✓	**Late Submission** If a questionnaire is received by Webropol after the deadline, it cannot be included in the results. **To ensure your responses are counted in future, always:** • Check the **return deadline** (paper copies are due one week after the electronic deadline). • Post your questionnaire in plenty of time using the **pre-paid envelope** provided.	✗

| **Posting Your Completed Questionnaire**

Once you've finished completing your questionnaire:

• Ensure you have a pre-paid envelope with the Webropol address printed on it.
• Place your questionnaire inside and pop it in the post promptly to meet the return deadline. | ✔ | | |

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Replaces previous version:	'2025 Version'