

Subject: Invitation to participate in our survey

As employees of the Municipality of Zutphen, we aim to help our residents as best we can where needed. For example, by helping with income issues, resolving debt or finding (volunteer) work. We do this work at the Henri Dunantweg 1 location, formerly known as Het Plein.

In order to help as effectively as possible, we would like to know how you prefer to contact us and what you think of the contact you have had so far. A telephone survey on that subject will start soon. More information can be found below.

This letter in brief

-  The Municipality wants to help you as best they can.
-  A survey about the contact you have had with us will start soon.
-  An employee will call you for a 10-minute interview. This interview will be in Dutch.
-  There is no obligation to participate.
-  You can also participate in English by completing an online questionnaire.
-  You will receive a 5-euro VVV voucher if you participate.
-  What if you don't want to participate? Call 0800 1904 free of charge or send an email to onderzoek@moventem.nl.
-  Your answers will remain anonymous.
-  Do you have any questions? Call 0800 1904 free of charge.

Participate in the survey!

The questions are about your personal experiences. For example, how do you feel about the contact you have had with the employees at Henri Dunantweg? Such as contact you had via the front desk, by telephone, or via email. What went well and what could be improved? What is important to you, what changes would you like to see and what do you need? We asked some of these questions two years ago as well. We are asking them again now to see whether anything has changed.

This letter continues on the back side. You can find instructions there on how to participate or on how to opt out if you don't want to be called.

What does participation involve?

An employee of Moventem, a market research agency, may call you to ask you a few questions. The interview lasts about 10 minutes and participation is voluntary. If we call you at an inconvenient time, we will reschedule together. Not everyone will receive a call. So even if you have not opted out, you may not receive a call.

Your opinion is valuable!

Your opinion is very important to us, and we would really appreciate it if you share it with us during the telephone interview. That's why everyone who participates in the survey will receive a €5 VVV gift voucher. To send you the voucher, we will need your email address, but we will only use it for that purpose. Once the survey is complete, we will delete your email address.

What if you don't want to receive a call or want to participate via an online questionnaire in English?

If you do not wish to be contacted by telephone, you can opt out by sending an email to onderzoek@moventem.nl or by calling 0800 1904 free of charge. Please include your name and address information.

Click [here](#) to complete the English questionnaire or scan the QR code on the right.



Your participation is anonymous

A market research agency, Moventem, is conducting the survey for us. They will handle your information confidentially. Your personal data is anonymous. The answers you provide during the telephone survey will be processed anonymously. That means no one can see what answers you give. For the purpose of this survey, Moventem has received only your address information in order to send you this letter. No other personal information has been shared.

Several letters sent to one address?

You may have received multiple invitation letters at one address. They have been sent so that everyone can share their personal experiences.

Further questions about this survey?

If you have any questions, please contact Hannemarie Hardeman at Moventem by phone. You can call 0800 1904 free of charge or send an email to onderzoek@moventem.nl.

Thank you in advance for taking part!

Yours sincerely,

André Putker
Alderman Municipality of Zutphen