



Exemption Card feedback survey

The Face Covering Exemption Card is administered by Disability Equality Scotland on behalf of the Scottish Government.

You are required by law to wear a face covering in settings such as shops, transport, all indoor public places and communal areas in workplaces. Exemption cards are available for people who are exempt from wearing face coverings in accordance with the [Scottish Government guidance](#).

Please complete this survey to share your experiences of using the Face Covering Exemption Card. If you downloaded or requested a card on behalf of someone you support or care for, you can complete this survey on their behalf.

All responses will be confidential and any personal details we seek will be held securely. Disability Equality Scotland has procedures to protect any personal information you provide. [The Privacy Policy can be read on our website](#). Disability Equality Scotland is compliant with General Data Protection Regulation (GDPR) in the processing and storing of your data.



Awareness of the Face Covering Exemption Card

Question 1. How did you find out about the Face Covering Exemption Card?

- Disability Equality Scotland membership communication (direct mail/newsletter)
- National or local Press
- Referred by GP/healthcare professional
- Referred by Transport staff (bus driver or other)
- Social Media (Facebook, Twitter, etc)
- Search engine (eg. Google)
- Scottish Government daily briefings
- Friends and family
- Other (please write in)

Question 2. What type of card did you receive?

- Physical card (by post)
- Digital download (from website)
- Both

Question 3. Was the card for:

- Yourself?
- Someone you care for?
- Other (State relationship):

Question 4. Please state the month and year that you received your Face Covering Exemption Card:

Question 5. How did you contact the helpline?

- Called the 0800 number (Go to Question 6.)
- Used the www.exempt.scot website (Go to question 7.)



If you called the helpline...

Question 6. Please tell us how satisfied you are with calling our helpline.

How satisfied were you with the time taken to speak to an administrator?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Please tell us how satisfied you are with the helpfulness of the administrator

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

How satisfied were you with the overall process of requesting your card via the helpline?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Please share any comments you may have about calling our helpline:



If you downloaded the card from the www.exempt.scot website...

Question 7. How easy did you find the website to navigate?

- Very Easy
- Quite Easy
- Not at all easy

Question 8. Did you encounter any technical difficulties when downloading, for example, did the page freeze or website crash?

- Yes
- No
- Not sure

If yes, what type of problem? Please specify



Impact of the Card

Question 9. Before receiving your card and when not wearing a face covering, please tell us about your experiences of being in places that recommend or require wearing face coverings.

(Please select all that apply)

- I was asked why I was not wearing a face covering by staff
- I was asked why I was not wearing a face covering by a member of the public
- I was refused entry or access
- I was the victim of hate crime
- I have not been challenged nor confronted

Question 10. Have you been asked to show the card to gain access to places where face coverings are required?

- Always
- Sometimes
- Rarely
- Never

Question 11. Since receiving the face covering exemption card, has anywhere refused to accept the exemption card?

- Yes
- No
- Not Sure

If yes, please tell us about your experiences?



Question 12. How has the card made a difference to you, or the recipient of the card? (please select all that apply)

- I am more confident in accessing essential services where a face covering is recommended or required
- I am less fearful of being judged
- I have been confronted less
- It has helped me explain exemptions
- It has made no difference
- Something else

Question 13. Would you recommend the card to others who are exempt under the Scottish Government guidance?

- Yes
- No
- Not sure

Question 14. Please tell us about your overall experience of using the card, positive or negative:



About Disability Equality Scotland

Disability Equality Scotland administers the Face Covering Exemption Cards on behalf of the Scottish Government. Disability Equality Scotland is a national charity working to make life more accessible, equal and inclusive for disabled people in Scotland. Disability Equality Scotland is a membership organisation.

Question 15. How likely are you to become a member with Disability Equality Scotland?

- Very likely
- Quite likely
- Not likely at all
- Already a member

If you have not joined yet, it is FREE. [You can sign up here.](#)



About You

The following questions will help us to understand more about the reach and use of the card. You do not have to answer these questions, but the information you do give will help us to monitor the use of the Face Covering Exemption Cards. Any information you share will be anonymous and held confidentially.

Question 16. In which local authority area do you live?

Question 17. In which age category are you or the person who received the card?

- Under 12
- 12-17
- 18-30
- 31-50
- 51-70
- 71+

Question 18. How would you describe your gender?

- How would you describe your gender?
- Female
- Male
- Non-binary
- Prefer to self-subscribe
- Prefer not to say



Exemption criteria

The Scottish Government mandate the wearing of face coverings on transport, most indoor public places and communal areas in workplaces. Face coverings play a role in preventing the transmission of COVID-19 however there are reasons you may require a face covering exemption.

Question 19. Please tell us which best aligns with the reason for your exemption. Select all that apply

- Physically unable to put on a face covering
- Respiratory condition (for eg. COPD, severe asthma)
- Autism
- Mental health condition
- Skin or dermatological condition.
- Providing support or care to a vulnerable person
- To communicate with someone who relies on lip reading or facial expression

If there is another reason for your exemption, please tell us here:

Question 20. Do you know of anyone using an exemption card, but who does not meet the exemption criteria?

- Yes
- No
- Not sure

If yes, which card or cards are being used fraudulently?

- Scottish Government Face Covering Exemption Card
- UK Government Face Covering Exemption Card
- Thistle Assistance Card and App
- Sunflower Lanyard
- Other, please specify:



Thank you for your comments. Your responses are confidential and anonymous. They will help us to monitor and evaluate the impact of the Face Covering Exemption Cards.

Once you have completed the survey, please email it to exempt@disabilityequality.scot or post to our office:

Disability Equality Scotland
Suite 204B
The Pentagon Centre
36 Washington Street
Glasgow
G3 8AZ