



Client Evaluation Survey



We need your HELP to tell us about our service.

Your opinion matters to us and your feedback about our service is most welcome.

We would like to provide you and your family with the best service possible. Your feedback will help us provide a better service. Your participation is voluntary; you do not have to do this, and you may stop at any time. Your answers will be kept confidential and your name or other identifying information will not appear in any report.

By listening to you, we hope to provide all our clients with a better quality of service.

Please help us by answering the questions below.

Once you have completed the questionnaire, place it in the sealable envelope that has been provided for your convenience,

and then pop it in the box on the table in the main room or you can return it to one of the staff.

Many thanks for your assistance.



How would you rate the following: (Please circle a number below)

		Lousy		Average		Great
1.	Service provided by CRDVS	1	2	3	4	5
2.	Support given by staff	1	2	3	4	5
3.	Respect shown to you by staff	1	2	3	4	5
4.	Care shown to you by staff	1	2	3	4	5
5.	Understanding shown to you by staff	1	2	3	4	5

		Not at all	Somewhat			Very much so
6.	How safe did you feel?	1	2	3	4	5
7.	How comfortable did you feel?	1	2	3	4	5
8.	How sensitively did the staff treat your matter?	1	2	3	4	5
9.	Was the staff welcoming?	1	2	3	4	5
10.	Were you given the chance to talk about your feelings?	1	2	3	4	5
11.	Were you given the chance to talk about your needs?	1	2	3	4	5



		Not at all	Somewhat			Very much so
12.	Was the staff professional?	1	2	3	4	5
13.	Did the staff clearly explain things to you?	1	2	3	4	5
14.	How helpful was the service for you?	1	2	3	4	5
15.	Did you feel that the staff kept you informed?	1	2	3	4	5
16.	Did you feel that you were fairly treated by staff?	1	2	3	4	5
17.	Did you feel that you were involved in the decisions that affected you?	1	2	3	4	5
18.	Were you informed of the reasons for a decision?	1	2	3	4	5
19.	Were you provided with information about other agencies that may help you?	1	2	3	4	5
20.	Was the information supplied easy to understand?	1	2	3	4	5
21.	Did the staff talk to you about 'confidentiality'?	1	2	3	4	5



1. What did you find most useful about the service?

2. What else did you expect from this service? What could we have done differently/in addition for you?

3. Are there any other comments you would like to make about the service provided by CRDVS?
