

## Lewes Counseling LLC Client Satisfaction Survey

Thank you for your business. We are grateful that you've allowed us to serve you. We know that you have options when it comes to counseling and educational services, and we want to always make sure we're always your best choice. Whether you have a question or concern about scheduling, follow up, or the services you are receiving. We look forward to hearing from you directly. Questions and concerns are handled quickly and personally by Jeanne Doe Dukes and you may call anytime at 302-430-2127. We take pride in always providing the best customer service for clients. Your feedback is valuable. Please take a moment to complete and return the survey, so that we may better serve you and future clients at Lewes Counseling LLC.

<b>How would you rate the ease of scheduling session dates &amp; times?</b>	Very satisfied 5	Somewhat satisfied 4	Neutral 3	Somewhat dissatisfied 2	Very dissatisfied 1
<b>How satisfied were you with how the therapist supported you / your child with your/your child's concerns?</b>	Very satisfied 5	Somewhat satisfied 4	Neutral 3	Somewhat dissatisfied 2	Very dissatisfied 1
<b>How would you rate insurance providers accepted or ease of working out payment? (BTW the services were offered at no cost through a grant provided by DPBHS)</b>	Very satisfied 5	Somewhat satisfied 4	Neutral 3	Somewhat dissatisfied 2	Very dissatisfied 1
<b>How would you rate location of / comfort of the space used for sessions?</b>	Very satisfied 5	Somewhat satisfied 4	Neutral 3	Somewhat dissatisfied 2	Very dissatisfied 1
<b>How satisfied were you with the level of confidentiality/privacy?</b>	Very satisfied 5	Somewhat satisfied 4	Neutral 3	Somewhat dissatisfied 2	Very dissatisfied 1
<b>How would you rate the use of outside referrals, resources offered to you?</b>	Very satisfied 5	Somewhat satisfied 4	Neutral 3	Somewhat dissatisfied 2	Very dissatisfied 1

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<b>How would you rate the additional art / educational programs offered to compliment the group work?</b>	Very satisfied 5	Somewhat satisfied 4	Neutral 3	Somewhat dissatisfied 2	Very dissatisfied 1
<b>How would you rate your discharge (last) session, follow up plan?</b>	Very satisfied 5	Somewhat satisfied 4	Neutral 3	Somewhat dissatisfied 2	Very dissatisfied 1
<b>Do you feel your child demonstrated improvement over the course of the program?</b>	Yes improvement		No improvement		
<b>How would you rate your overall satisfaction with Lewes Counseling LLC?</b>	Very satisfied 5	Somewhat satisfied 4	Neutral 3	Somewhat dissatisfied 2	Very dissatisfied 1

If you responded to any question above with somewhat dissatisfied or very dissatisfied, do you have any suggestions for improving our services?

Any additional feedback?

**Thank you for taking your valuable time to complete the survey. Please return this survey to the front desk.**