**CAREMORE COUNSELING CENTER, LLC**

Individual Satisfaction Survey

Please complete the survey below at your convenience. It is important to us to understand how we can best serve you.

What is your name (optional): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In your most recent experience with CareMore Counseling Center, LLC, was the quality of service you received:

\_\_\_\_ Superior

\_\_\_\_ Very Satisfactory

\_\_\_\_ Satisfactory

\_\_\_\_ Unsatisfactory

\_\_\_\_ Very Unsatisfactory

If you indicated that the service was less than satisfactory, would you please indicate why?

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The following questions pertain to the staff member you worked with most recently. Please rate the following:

1 = Strongly Disagree 2 = Disagree 3 = Agree 4 = Strongly Agree

1 2 3 4 The staff member was very courteous.

1 2 3 4 The staff member was easily accessible for contact.

1 2 3 4 The staff member was very knowledgeable and competent.

1 2 3 4 The staff member handled issues with courtesy and professionalism.

1 2 3 4 The staff member met the individual’s needs thoroughly and efficiently.

1 2 3 4 The staff member was able to incorporate the family as a whole.

1 2 3 4 The staff member addressed your personal preferences (values, beliefs, customs)

1 2 3 4 The staff understands my strengths, needs, abilities, and preferences.

1 2 3 4 The staff member was concerned about my health and safety.

1 2 3 4 CareMore Counseling Center, LLC, respects my confidentiality.

1 2 3 4 The administration is easily accessible.

How would you rate your service overall?

\_\_\_\_ Superior

\_\_\_\_ Very Satisfactory

\_\_\_\_ Satisfactory

\_\_\_\_ Unsatisfactory

\_\_\_\_ Very Unsatisfactory

Is there anything else we could do to improve our services?

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