

Client Satisfaction Survey

Please answer the following general questions about your experience with child welfare. Circle the number that best fits how you feel. 5 means you strongly agree. 1 means you strongly disagree.

1. I was treated with respect.	5	4	3	2	1
2. My calls were answered promptly.	5	4	3	2	1
3. The appointment times were convenient for me.	5	4	3	2	1
4. The worker was on time for the appointment.	5	4	3	2	1
5. The worker listened to me.	5	4	3	2	1
6. I had a role in directing my services.	5	4	3	2	1
7. I received the services I needed.	5	4	3	2	1
8. I received services that were helpful to my family.	5	4	3	2	1
9. I received services within a reasonable time frame.	5	4	3	2	1
10. I felt that my opinion counted.	5	4	3	2	1

From: Berg, I.K. and Kelly, Susan. (2000) Building Solutions in Child Protective Services. New York: Norton.