



**CONFIDENTIAL CLIENT SATISFACTION SURVEY**

This is an agency survey meant to improve our overall services. This information may be used for media and/or public relation purposes. Your detailed comments are important to us!

1. When you first contacted our agency for an appointment, were you treated in a courteous and professional manner?

Excellent           Very Good           Good           Fair           Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Were you treated in a courteous and professional manner by office staff, either in person or by telephone?

Excellent           Very Good           Good           Fair           Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Were you treated in a courteous and professional manner by your counsellor, either in person or by telephone?

Excellent           Very Good           Good           Fair           Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Are there any new programs or services that you think might be useful to you?    Yes     No

If yes: please describe:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. How do you rate your overall experience at Elizabeth Fry Toronto?

Excellent     Very Good           Good           Fair           Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If you would like to be contacted to discuss further, please provide your name and contact information:

\_\_\_\_\_

Thank you for taking the time to complete this survey.  
Email to [info@efrytoronto.org](mailto:info@efrytoronto.org) or drop it in the secure box at reception.