

CUSTOMER SERVICE SURVEY

NAME (OPTIONAL): _____ DATE: _____

Please check the box that best describes how you feel about the service you have received through the Children's Services office. Your comments will be helpful in evaluating our program.				
PART 1				
	EXCELLENT	GOOD	POOR	VERY POOR
Were you dealt with in a courteous, friendly manner <i>on the phone?</i>				
Were you dealt with in a courteous, friendly manner <i>during the assessment?</i>				
Was your phone message returned promptly?				
How well was the subsidy system explained to you?				
Was the Children's Services Caseworker clear about what specific information was required for the interview? (i.e. birth certificates, social insurance cards, etc.)				
Was the Children's Services Caseworker flexible about the time of the interview?				
Were you satisfied with the promptness in obtaining an appointment?				
How long did you have to wait for your appointment to be made?	Please specify: _____			
Was the location of the interview accessible to you?				
Were you comfortable with the physical office? (i.e. waiting room, atmosphere, desk area, etc.)				
How long did you have to wait for the Children's Services Caseworker to get you from the waiting room?	Please specify: _____			
Was the interview conducted in a timely and professional manner?				
How would you rate the quality of the service you received?				

PART 2

	YES	NO
Did the Children's Services Caseworker explain a variety of childcare options?		
Were you satisfied with the promptness by which a decision was made on your eligibility?		
If you were determined to be ineligible for childcare subsidy, did you understand why?		
If ineligible , were you informed of the right to appeal, and the process to be followed?		
Were you informed of other services in Chatham-Kent that would assist you in your parenting role? Were you given any information regarding services that are part of the Best Start system in Chatham-Kent?		

PART 3

To what extent has our program met your needs?
Did you find this process to be uncomfortable?
What was the most positive aspect of this process for you?
What was the most difficult aspect of this process for you?
Any suggestions on how this process could be improved?
Additional comments or concerns: