

# Client Feedback Form



*Thank you for taking the time to complete this Feedback Form. CWHC welcomes your feedback about the Centre to improve service design and delivery. If you would like to make a formal complaint, please request a Complaints Form from our staff.*

**Client Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Do the services we offer meet your needs?**

- Yes       No       Most       Few

**If your needs are not being met, what areas do we need to improve?**

- |  |  |
|--|--|
| <input type="checkbox"/> Quality of service delivery | <input type="checkbox"/> Overall management and operations           |
| <input type="checkbox"/> Meeting cultural needs      | <input type="checkbox"/> Handling complaints/grievances              |
| <input type="checkbox"/> Facilities/environment      | <input type="checkbox"/> Safety and wellbeing                        |
| <input type="checkbox"/> Community participation     | <input type="checkbox"/> General enquires, referrals and information |

**Do you have suggestions for how we can improve in any of these areas?**

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**What services, workshops or activities would you like the centre to do more of?**

- |  |   |
|--|---|
| <input type="checkbox"/> General Counselling                         | <input type="checkbox"/> Case Management                            |
| <input type="checkbox"/> Domestic & Family Violence Counselling      | <input type="checkbox"/> Therapeutic Groups                         |
| <input type="checkbox"/> Providing access to information & referrals | <input type="checkbox"/> Health-related programs & workshops        |
| <input type="checkbox"/> Community Participation                     | <input type="checkbox"/> Other – please specify in comments section |

**How satisfied are you with the services you have received?**

- Very Satisfied       Somewhat Satisfied       Not Very Satisfied

**How satisfied are you with the workers that you have engaged with?**

- Very Satisfied       Somewhat Satisfied       Not Very Satisfied

**Further Comments**

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