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.

low satisfied are you with the services you have received? □ Very Satisfied □ Somewhat Satisfied □ Not Very Satisfied low satisfied are you with the workers that you have engaged with? □ Very Satisfied □ Somewhat Satisfied □ Not Very Satisfied	lient Name:			Date:	
your needs are not being met, what areas do we need to improve? Quality of service delivery	a tha annian and affect of	- d			
your needs are not being met, what areas do we need to improve? Quality of service delivery	o the services we offer mo	et your needs?			
Quality of service delivery	☐ Yes ☐ □	No ☐ Mos	: □ Few		
Meeting cultural needs	your needs are not being	met, what areas do	we need to improve?		
Facilities/environment	\square Quality of service delivery \square Ov		Overall management	erall management and operations	
Community participation General enquires, referrals and information	\square Meeting cultural needs		☐ Handling complaints/grievances		
o you have suggestions for how we can improve in any of these areas? //hat services, workshops or activities would you like the centre to do more of? General Counselling	☐ Facilities/environment		\square Safety and wellbeing		
/hat services, workshops or activities would you like the centre to do more of? General Counselling Case Management Domestic & Family Violence Counselling Therapeutic Groups Providing access to information & referrals Health-related programs & workshops Community Participation Other — please specify in comments sections satisfied are you with the services you have received? Very Satisfied Somewhat Satisfied Not Very Satisfied wow satisfied are you with the workers that you have engaged with? Very Satisfied Somewhat Satisfied Not Very Satisfied	☐ Community participation ☐ G		General enquires, refe	neral enquires, referrals and information	
□ General Counselling □ Case Management □ Domestic & Family Violence Counselling □ Therapeutic Groups □ Providing access to information & referrals □ Health-related programs & workshops □ Community Participation □ Other − please specify in comments section ow satisfied are you with the services you have received? □ Very Satisfied □ Somewhat Satisfied □ Not Very Satisfied ow satisfied are you with the workers that you have engaged with? □ Not Very Satisfied □ Very Satisfied □ Somewhat Satisfied □ Not Very Satisfied					
□ Domestic & Family Violence Counselling □ Therapeutic Groups □ Providing access to information & referrals □ Health-related programs & workshops □ Community Participation □ Other − please specify in comments section I ow satisfied are you with the services you have received? □ Very Satisfied □ Somewhat Satisfied □ Not Very Satisfied ow satisfied are you with the workers that you have engaged with? □ Not Very Satisfied □ Very Satisfied □ Somewhat Satisfied □ Not Very Satisfied	Vhat services, workshops	or activities would ye	ou like the centre to do	more of?	
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□ Community Participation □ Other − please specify in comments section Iow satisfied are you with the services you have received? □ Very Satisfied □ Somewhat Satisfied □ Not Very Satisfied Iow satisfied are you with the workers that you have engaged with? □ Not Very Satisfied □ Very Satisfied □ Somewhat Satisfied □ Not Very Satisfied			•	☐ Therapeutic Groups	
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