

## CUSTOMER SATISFACTION SURVEY

We are committed to providing the highest standards of care. In this brief survey we invite you to share your ratings for the quality of the services you have recently received at The Psychology Centre, both positive and negative. We ask all those who have recently used our therapy services to complete this survey form. We rely on customer feedback to assist us in improving our services. If you wish to discuss any aspect of the care you received more thoroughly please contact the staff member you had contact with, their supervisor, or the Centre's director.

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
Overall quality of the service received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you receive the service you wanted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did our assessment and intervention meet your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How convenient and easy to access were our services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If paying personally, did you receive value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would you recommend our services to a friend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied were you with the amount of help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How would you rate staff professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would you come back to TPC for further help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Additional comments or suggestions**

**Thank you for your time!**  
**Please email in confidence to [tpc@tpc.org.nz](mailto:tpc@tpc.org.nz)**