

Client Feedback Form

International Social Service (ISS) is interested to receive feedback from you about our services. The Administrative Team of ISS will collate the information provided in this form for statistical purposes and in order to assist in improving our service delivery. We would be very grateful if you could complete this form and either email or post it back to us.

YOUR NAME:
NAME OF ISS WORKER:
DATE:

ABOUT OUR SERVICES	1=Poor ↔ 7=Excellent
1. Did you receive the services that you were seeking? YES <input type="checkbox"/> NO <input type="checkbox"/> NOT SURE <input type="checkbox"/>	
2. Were you pleased with the outcome of your case? YES <input type="checkbox"/> NO <input type="checkbox"/> NOT SURE <input type="checkbox"/>	
3. Do you think you were provided with adequate information with regards to: ➤ Our role and services ➤ The progress of your case ➤ Other sources of information and support	1 2 3 4 5 6 7 1 2 3 4 5 6 7 1 2 3 4 5 6 7
<i>Comments:</i>	
4. How would you rate the support you received from ISS throughout the period you used our service? ➤ Beginning of service provision ➤ During service provision ➤ Case closure	1 2 3 4 5 6 7 1 2 3 4 5 6 7 1 2 3 4 5 6 7
<i>Comments:</i>	
5. How would you rate your satisfaction with the overall service provided by ISS?	1 2 3 4 5 6 7
<i>Comments:</i>	

IMPACT OF OUR SERVICES ON YOU	1=Poor ↔ 7=Excellent																					
<p>6. How would you rate your emotional well being at the different stages of the provision of services by ISS:</p> <ul style="list-style-type: none"> ➤ Beginning of service provision ➤ During service provision ➤ Case closure <p><i>Comments:</i></p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">1</td> <td style="width: 15%;">2</td> <td style="width: 15%;">3</td> <td style="width: 15%;">4</td> <td style="width: 15%;">5</td> <td style="width: 15%;">6</td> <td style="width: 15%;">7</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> </table>	1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
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<p>7. If other family members were involved, how would you rate their emotional well being at the different stages of the provision of services by ISS:</p> <ul style="list-style-type: none"> ➤ Beginning of service provision ➤ During service provision ➤ Case closure <p><i>Comments:</i></p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">1</td> <td style="width: 15%;">2</td> <td style="width: 15%;">3</td> <td style="width: 15%;">4</td> <td style="width: 15%;">5</td> <td style="width: 15%;">6</td> <td style="width: 15%;">7</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> </table>	1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
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<p>8. In general, did your family's situation or well being improve as a result of the services provided by ISS?</p> <p>YES <input type="checkbox"/> NO <input type="checkbox"/> NOT SURE <input type="checkbox"/></p>																						

ABOUT OUR STAFF AND OUR ORGANISATION	1=Poor ↔ 7=Excellent																												
<p>9. How would you rate the quality of your ISS caseworker?</p> <ul style="list-style-type: none"> ➤ Knowledge ➤ Sensitivity to your needs/ feelings ➤ Trustworthiness ➤ Accessibility/Reliability <p><i>Comments:</i></p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">1</td> <td style="width: 15%;">2</td> <td style="width: 15%;">3</td> <td style="width: 15%;">4</td> <td style="width: 15%;">5</td> <td style="width: 15%;">6</td> <td style="width: 15%;">7</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> </tr> </table>	1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7	1	2	3	4	5	6	7
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<p>10. In what areas could our staff improve to meet you needs/ provide a better service?</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"><input type="checkbox"/> Job Expertise and level of skills</td> <td style="width: 50%;"><input type="checkbox"/> Cultural knowledge and skills</td> </tr> <tr> <td><input type="checkbox"/> Communication and listening skills</td> <td><input type="checkbox"/> Providing access to information</td> </tr> <tr> <td><input type="checkbox"/> Maintaining privacy and confidentiality</td> <td><input type="checkbox"/> Meet individual needs</td> </tr> <tr> <td><input type="checkbox"/> Behaviour and attitudes</td> <td><input type="checkbox"/> Efficiency</td> </tr> <tr> <td><input type="checkbox"/> Working with other relevant agencies</td> <td><input type="checkbox"/> Other (please specify) _____</td> </tr> </table>		<input type="checkbox"/> Job Expertise and level of skills	<input type="checkbox"/> Cultural knowledge and skills	<input type="checkbox"/> Communication and listening skills	<input type="checkbox"/> Providing access to information	<input type="checkbox"/> Maintaining privacy and confidentiality	<input type="checkbox"/> Meet individual needs	<input type="checkbox"/> Behaviour and attitudes	<input type="checkbox"/> Efficiency	<input type="checkbox"/> Working with other relevant agencies	<input type="checkbox"/> Other (please specify) _____																		
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<p>11. Do you have any other suggestions or comments you would like to make about ISS?</p>																													

Thank you for your feedback