Client Satisfaction Survey

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- Please fill out our brief Customer Satisfaction Survey. All of us at Golden Days Social Circle would like to thank you for using our services. We welcome your feedback regarding the care that you receive from us. Your honesty helps us work toward better service for everyone, while ensuring customer satisfaction.

- How long have you used our agency for HHA/Homemaker Services? *
  - ☐ Less than a month
  - ☐ 1-12 months
  - ☐ 1-3 years
  - ☐ 3-5 years
  - ☐ More than 5 years

- Which services do/did you receive? *
  - ☐ Home Health Aide Services
  - ☐ Homemaker Services
  - ☐ Adult Companion Care
  - ☐ Community Based Day Support
  - ☐ Personal Care
  - ☐ Other

- How often do/did you receive our services? *
  - ☐ 4-8 hours per day
  - ☐ 10-16 hours per day

- ☐ 17-24 hours per day
- ☐ Skilled visits 1-7 days per week
- ☐ Other

- I am satisfied with the level of customer service I receive from Golden Days Social Circle. *
  - ☐ Strongly Agree
  - ☐ Agree
  - ☐ No Opinion
  - ☐ Disagree
  - ☐ Strongly Disagree

- I am satisfied with the quality of skilled services I received. *
  - ☐ Strongly Agree
  - ☐ Agree
  - ☐ No Opinion
  - ☐ Disagree
  - ☐ Strongly Disagree

- I feel the staff members were competent and had the skills necessary to care for me. *
  - ☐ Strongly Agree
  - ☐ Agree
  - ☐ No Opinion

- Disagree
- Strongly Disagree

- I am satisfied with Golden Days Social Circle's Staffing/Scheduling Department. *
  - Strongly Agree
  - Agree
  - No Opinion
  - Disagree
  - Strongly Disagree

- I am satisfied with Golden Days Social Circle's Administration Department. *
  - Strongly Agree
  - Agree
  - No Opinion
  - Disagree
  - Strongly Disagree

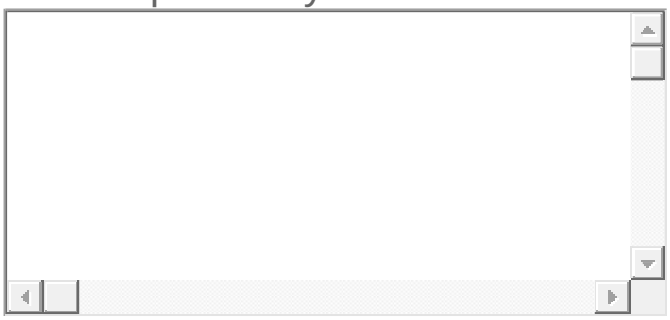
- Overall, how would you rate Golden Days Social Circle's services compared to our competitors? *
  - Much Better
  - Somewhat Better
  - Same
  - Somewhat Worse

- Much Worse
- No Opinion

- How satisfied are you with our services overall? *
  - Extremely Satisfied
  - Quite Satisfied
  - Somewhat Satisfied
  - Neutral
  - Somewhat Dissatisfied
  - Quite Dissatisfied
  - Extremely Dissatisfied

- I would recommend Golden Days Social Circle and HealthCare Services to friends and/or family. *
  - Strongly agree.
  - Agree
  - No Opinion
  - Disagree
  - Strongly disagree.

- What impressed you most about our services? *



- What disappointed you most about our services? *

- Additional suggestions you would like to share...

- OPTIONAL: Name
  First Last
- OPTIONAL: Email
- Date
  MM slash DD slash YYYY