

## Sample client satisfaction questions

The following is provided as a guide for surveying clients about their satisfaction with your services or programs. You can do a satisfaction survey for your whole organisation or for a specific aspect. You may have additional questions you also wish to seek feedback on.

### Satisfaction with services accessed or received

**1. In the past 12 months, how frequently have you accessed or received services from our organisation?**

- Weekly
- Monthly
- Every 3-6 months
- Every 6 months or less

**2. Which of the following services have you received or accessed?**

- [insert a list of the services/programs you provide for respondents to select from]
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**3. How would you rate your satisfaction with the following aspects of the services you have received or accessed?**

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	Not sure
Quality of services provided					
Professionalism and courtesy of staff					
Timeliness of services provided					
Your awareness of this service					

**4. How satisfied are you overall with the services you received or accessed in the past 12 months?**

- Very satisfied
- Satisfied
- Unsatisfied
- Very unsatisfied
- Not sure

**5. What did you like most about the services you received or accessed?**

**6. What do you think we could do to improve our services?**

Satisfaction with information resources and communications

**7. How often do you access our information resources as listed below?**

	Weekly	Monthly	Every 3-6 months	Every 6 months or less	Never
Website					
Facebook					
Twitter					
E-newsletter					
[adapt list as appropriate to your organisation]					

**8. How useful are our information resources to you?**

	Very useful	Useful	Rarely useful	Not at all useful	Not sure
Website					
Facebook					
Twitter					
E-newsletter					
[adapt list as appropriate to your organisation]					

**9. How easy is it to find the information you are looking for about our services and programs?**

- Very easy
- Quite easy
- Quite difficult
- Very difficult
- Not sure

**10. Do you have any comments about our information resources and communications?**