

Northern Youth Services Inc. / Services à la Jeunesse du Nord Inc.

CLIENT SATISFACTION QUESTIONNAIRE - STAKEHOLDERS

PLEASE ANSWER THE FOLLOWING QUESTIONS ABOUT YOUR EXPERIENCE AT NORTHERN YOUTH SERVICES.

1.	Were you treated with respect by our staff?				
	Definitely Not 1	Probably Not 2	Neutral 3	Probably Yes 4	Definitely Yes 5
2.	Were you able to easily contact and communicate with staff?				
	Definitely Not 1	Probably Not 2	Neutral 3	Probably Yes 4	Definitely Yes 5
3.	Were services provided to you in an accessible manner?				
	Yes	☐ No		Somewhat	
	Comments:				
4.	Are you given updates by staff on a regular basis?				
5.	Do you have input into the case management?				
6.	Are the plans (goals) followed as established?				
7.	Are the staff knowledgeable and actively engaged throughout the process?				
We are interested in following up with a random sample of survey respondents. Would you be willing to have Northern Youth Services representative contact you for further information?					
If yes, please provide your name and telephone number.					
Nar	MC (please print)		Tel.:		