



St Paul's Church Centre
Churchside
Chichester, West Sussex
PO19 6FT
Telephone: - 01243 531914

STRICTLY CONFIDENTIAL

CLIENT FEEDBACK QUESTIONNAIRE

Your views are important in helping us to monitor the quality of our service and maintain standards. On completion of your counselling sessions, would you, therefore, please spend a few minutes completing this form and return it in the envelope enclosed or by email to info@confide-counselling.com. **Any information you provide will be treated in the strictest confidence.** Thank you.

1. When you first made contact with Confide, how promptly did you get a response?

Very promptly ☐

Kept waiting ☐

Had to call again ☐

2. How useful did you find the assessment in enabling you to decide to come for counselling?

Very helpful ☐

Some help ☐

Not very helpful ☐

(If "not very helpful" please comment)

3. How effective has the counselling been in helping you resolve your concerns?

Very effective ☐

Quite effective ☐

Not very effective ☐

(If "not very effective" please comment)

Please turn over.....

4. What do you think the counselling sessions have enabled you to achieve?

5. In what way has the counselling made a difference to your life?

6. Did you feel that the counselling ended at the right time for you?

7. Do you have any suggestions for improving the service?

☐ Please tick the box if you are willing for your comments to be used anonymously for our publicity.