

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?