

# THE PHOENIX COUNSELLING SERVICE



Please return to : 591Heathway  
Dagenham  
RM9 5AZ

Telephone : 020 8595 9633

E-mail:info@phoenix-counselling.co.uk

## Service Evaluation / Feedback Form

It is important for Phoenix Counselling Service to receive feedback from users of this service in order to maintain and improve the quality and range of the service provided. We would ask you to spare a few minutes to complete this questionnaire to share with us your experience of receiving a service from Phoenix. Thank you for your co-operation.

**Please be assured that the information you give on this questionnaire is confidential and cannot be attributed to you unless you wish to be identified.**

( Circle the Response you agree with )

1) Age                      Younger than 25                      25 to 45                      46 - 65  
over 65

2) Describe your ethnic heritage

.....

3) How did you hear of our service?

Phone Book                      Internet                      GP                      Brochure                      Other ( state )

.....

4) How do you rate the information you received about the service?

Poor                                      Adequate                                      Good

5) Do you have special needs? ( describe )

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...

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## Service Evaluation / Feedback Form continued

6) How would you rate the speed of response you received from us?

Slow

Adequate

Good

### Regarding the service Phoenix offered

7) Were you satisfied with the timing of the assessment offered? Yes / No

8) Were you satisfied with the venue you were offered? Yes / No

9) Were you satisfied with the fees Phoenix charged? Yes / No

10) Did you receive counselling from Phoenix? Yes / No

11) Were you satisfied with your counsellor / therapist? Yes / No

If your answer to any of the above was "no" please give reasons and add any further comments/suggestions about the service here:-

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To improve our service Phoenix is regularly assessed by independent assessors. Would you be prepared to be contacted to give them your feedback? (You would not be asked about your issues only the service Phoenix offered you). No / Yes ( If Yes please leave your details for contact here )

Name .....

Telephone Contact Number .....

E-mail .....

**Thank you for making the time for this feedback.**