

TheLexingtonGroup, Inc.sm
Employee Assistance Program

Confidential Client Satisfaction Survey

The following is a consolidation of the Confidential Client Satisfaction Survey's taken during the **1st Quarter of 2018** from our *entire customer* base.

<i>Questions</i>	<i>Ratings (low – high)</i>				
	1	2	3	4	5
1. Please rate the speed with which the EAP responded to your call.	0%	0%	0%	1%	99%
2. Please rate the manner in which you were treated over the telephone when you called the EAP.	0%	0%	0%	2%	98%
3. Please rate the speed and convenience of setting up your counseling appointment.	0%	0%	0%	1%	99%
4. Please rate the overall counseling experience.	0%	0%	1%	0%	99%
5. Would you call again?	YES=100%		NO= 0%		

Additional Comments:

- ❖ Great service. Very nice to have someone to talk to when I needed help.
- ❖ Everyone that I had contact with regarding my issues – depression/anxiety, have been so wonderful and very helpful. Thank you!
- ❖ It was an eye opener for me of how to communicate with others from a diverse point, ethnicity, etc.
- ❖ The EAP representative was quick in getting back to me and in collecting the necessary information from me in order to address my needs. The therapist was also quick in getting me an appointment and has made herself available for my emergency need. Thank you!
- ❖ Very helpful and attentive to the issues.
- ❖ Getting counseling has really helped me. If I should ever need counseling again I will certainly contact the EAP again, Thank you all for everything.
- ❖ The provider I was connected with has been an excellent therapist who has helped me greatly.