

TheLexingtonGroup, Inc.<sup>sm</sup>  
Employee Assistance Program

Confidential Client Satisfaction Survey

The following is a consolidation of the Confidential Client Satisfaction Survey's taken during the 4<sup>th</sup> Quarter of 2017 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%	1%	0%	99%
2. Please rate the manner in which you were treated over the telephone when you called the EAP.	0%	0%	0%	1%	99%
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%	0%	0%	100%
5. Would you call again?	YES=100%		NO= 0%		

Additional Comments:

- ❖ Thank you for the free sessions, very helpful.
- ❖ The women from the EAP that called me and placed me with my provider was very kind and professional.
- ❖ I was pleasantly surprised at how quickly a practitioner was found for me and she was in the town I live, very convenient.