

**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 **3<sup>rd</sup> 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%	3%	97%
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%	1%	2%	97%
4. Please rate the overall counseling experience.	0%	0%	0%	2%	98%
5. Would you call again?	YES=100%		NO= 0%		

Additional Comments:

- ❖ My therapist was wonderful, Thank you
- ❖ I truly love my new therapist and looking forward to working together. I had a difficult time with a previous therapist I found through my insurance. Calling the EAP totally redeemed my opinion on counseling. Thank you very much for your assistance and connecting me with the right person.
- ❖ Thank you for connecting me with such a wonderful therapist. She helped greatly with tools to manage my stress during this rough time.
- ❖ I found EAP representative very helpful. They quickly found me efficient support.
- ❖ I appreciate my therapist style & approach to counseling.