

**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 **1st Quarter of 2019** 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%	0%	100%
3. Please rate the speed and convenience of setting up your counseling appointment.	0%	0%	0%	0%	100%
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 great referral. The counselor was amazing; I will be continuing with her under my insurance.
- ❖ My counselor promptly responded to my phone call to make appointment and was very accommodating.
- ❖ I will use the EAP services again if ever needed.