

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 2nd Quarter of 2016 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%	6%	93%
2. Please rate the manner in which you were treated over the telephone when you called the EAP.	0%	0%	1%	6%	93%
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%	4%	96%
5. Would you call again?	YES=100%		NO= 0%		

Additional Comments:

❖ My counselor was nothing short of spectacular. Made me feel completely welcome right from the start. Job well done!