

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 **4th 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%	2%	97%
2. Please rate the manner in which you were treated over the telephone when you called the EAP.	0%	0%	1%	1%	98%
3. Please rate the speed and convenience of setting up your counseling appointment.	0%	0%	1%	1%	98%
4. Please rate the overall counseling experience.	0%	0%	1%	1%	98%
5. Would you call again?	YES=100%		NO= 0%		

Additional Comments:

- ❖ I am feeling better by talking to someone. The EAP has helped me in many ways on my journey to healing. I could not have done this on my own. Thank you
- ❖ The EAP team followed up with me until I got the referral I wanted and was comfortable with. They went out of their way to help me.
- ❖ The EAP was very helpful
- ❖ I would recommend not only the EAP but the provider they set me up with to any co-worker.