

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 **3rd 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%	0%	0%	100%
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:

- ❖ I was very pleased with the counseling services provided by The Lexington Group. I am continuing to see my provider who is a wonderful therapist. I am grateful.
- ❖ Thank you for making this whole process uncomplicated. I was able to get my child the help she needed in a very timely manner.
- ❖ A very carrying experience, very helpful.
- ❖ I was very pleased with the customer service and ease of setting up the sessions.
- ❖ My counseling has been beneficial, thank you.