

Client Feedback

Controlled Document

This feedback provides an essential service to WAYSS Ltd. We endeavour to always improve our services to our client/s and the community and we would appreciate you filling out this survey.

Thank you for contributing to our evaluation and service improvement.

	Yes	Undecided	No
Did the service meet your expectations?			
Did the worker/s treat you with respect and dignity?			
Did the worker/s adequately explain WAYSS services?			
Was your culture and beliefs respected by the worker/s?			
Were your rights & responsibilities as a client explained to you?			
Was the complaints procedure explained?			
Was the WAYSS privacy and confidentiality policy explained to you?			
Was an interpreter offered if needed? (if not needed please leave blank)			
Did you find the service provided appropriate?			
Do you have any suggestions on how the service could be improved?			

Worker/ Program:Date:

Send to:

General Manager Quality Assurance
WAYSS Ltd.
P.O. Box 3
Dandenong 3175
03 9791 6111