



Customer Satisfaction Survey

Thank you for taking the time to complete our feedback survey! We care about how you feel and would like for you to tell us how we are doing. Please take a few minutes to fill out the questions below.

Name of Cuyahoga DD Employee: _____

Relationship: Person Served Family Member Guardian Other:

1. Does our staff person treat you with kindness/respect?
 - a Always
 - b Sometimes
 - c Never
2. When you contacted our staff, how quickly do you hear back from them?
 - a Same day
 - b 1-2 Days
 - c 3-5 Days
 - d More than 5 days
3. Does our staff understand your needs?
 - a Always
 - b Sometimes
 - c Never
4. Has our staff been able to gain your trust?
 - a Always
 - b Sometimes
 - c Never
5. Does our staff explain things in a way that you understand?
 - a Always
 - b Sometimes
 - c Never
6. Would you like to speak to someone regarding your experience?
 - a Yes
 - b No
7. Is there anything else that you would like to share

If you would like to talk to someone about your experience, please call 216-931-7356, or email the Service Excellence Administrator at Makrai.Bonnie@CuyahogaBDD.org, or provide your contact information below:

Name: _____ Phone Number: _____