

Client's Comments and Compliments – sample

How are we doing? Please would be kind enough to answer some quick questions to help us develop or improve our service.

Question	Comment
How did you first find out about us?	
Is this the first time you have used our service?	
Did your volunteer arrive when expected?	
Did you need any particular help?	
Did they give you sufficient time and help to meet your needs?	
If you used a volunteer driver, did you feel safe and comfortable in the car?	
Would you recommend our service?	
What difference has the service made for you particularly?	
Any other comments?	
Name: (optional)	Date: