

Client Feedback Survey

We value any feedback you can provide in relation to the counselling service you have received from PCL. We are required to maintain certain standards and your feedback is very helpful to us to ensure we maintain the highest quality service to our counselling clients.

Please complete the simple questions below. Any information you provide to us is completely confidential.

Thank you for your valuable feedback.

1. Where you able to focus on concerns that was important to you? Yes No
2. When talking about your concerns did you feel listened to and understood? Yes No
3. Has our session helped you to deal more effectively with your concerns? Yes No
4. Were you encouraged to make your own decisions? Yes No
5. Would you recommend this agency to others? Yes No

What was most helpful about our counselling session? _____

Is there any way your session could be improved? _____

Do you have any other comments? _____

Thank you for taking the time to respond to these questions.