



### Consumer Satisfaction Survey

The purpose of this brief survey is to help The SRS Group to serve your needs more effectively. By understanding when we are exceeding your expectation or when we need to improve, we can allocate our resources to provide better services and more knowledgeable staff.

Our goal is to be proactive in monitoring your satisfaction so please provide constructive feedback that we can incorporate into our strategy. Your input is valuable – satisfaction survey results are analyzed to determine if actions are needed to make improvements to the services we provide.

Please evaluate the following statements, checking the response that best represents your view.

SRS Staff was professional and knowledgeable.

Strongly Disagree  Disagree  Neither Disagree/Agree  Agree  Strongly Agree

Comments: \_\_\_\_\_

SRS Staff followed though in a timely manner.

Strongly Disagree  Disagree  Neither Disagree/Agree  Agree  Strongly Agree

Comments: \_\_\_\_\_

SRS Case Manager was courteous and helpful.

Strongly Disagree  Disagree  Neither Disagree/Agree  Agree  Strongly Agree

Comments: \_\_\_\_\_

Communication was clear and concise.

Strongly Disagree  Disagree  Neither Disagree/Agree  Agree  Strongly Agree

Comments: \_\_\_\_\_

Questions and concerns were addressed to my satisfaction.

Strongly Disagree    Disagree    Neither Disagree/Agree    Agree    Strongly Agree

Comments: \_\_\_\_\_

I am satisfied with the services provided.

Strongly Disagree    Disagree    Neither Disagree/Agree    Agree    Strongly Agree

Comments: \_\_\_\_\_

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Thank you for assisting us by completing this Satisfaction Survey. If you wish to sign the survey, please do so below, but a signature is not necessary.

Your completed survey may be mailed to us in confidence at:

The SRS Group, LLC

P.O. Box 803

New Kingstown, Pa 10172-0803

It may also be faxed in confidence to (717) 795-6201 or scanned and emailed to [srs@thesrsgroup.net](mailto:srs@thesrsgroup.net)

This form may be found on our website at [www.thesrsgroup.net](http://www.thesrsgroup.net).