

Client Satisfaction Questionnaire

- Form #:** CSQ2009.10
CSQ2009.10sp – Spanish version
- Purpose:** To provide a consistent format for the collection of feedback about the quality and effectiveness of program services and service providers.
- Use:** Mandatory
- Distribution:** Each family should be asked to complete a questionnaire at or near the conclusion of services.
- Completed Forms:** Original is to be forwarded by mail to DHR, c/o Care Solutions, Inc. A copy may be kept on file at the agency.

Client satisfaction is concerned with the degree to which the child and the caregiver receiving services believe that those services are appropriate for their needs, respectful of their views and privacy, convenient to receive, tolerable (if imposed by court order), pleasing (if voluntarily chosen), and ultimately beneficial in effect.

Caregiver satisfaction includes the views of a variety of caregivers including parents, foster parents or group home parents.

Form [Click here to download a blank English CSQ form.](#)

Form [Click here to download a blank Spanish CSQ form.](#)

Details

Client satisfaction questionnaires should not be mailed to families after the conclusion of service provision as the response rate is very low. Agencies should anticipate the end of service provision and request that a questionnaire be completed before they no longer have regular contact with the family.

A space has been provided for agency identification of the family if necessary.