



Butler County Veterans Service Commission

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Client Survey

Date: _____

In order to improve the services of this agency, we would appreciate your participation in completing this survey.

(Please check or fill-in the following:)

1. Did you have a scheduled appointment? _____ Yes _____ No

If yes, were you seen at you scheduled appointment time?

_____ Yes _____ No

If you were not seen on time, how long did you have to wait?

_____ Minutes

2. Were you in for Service Work (VA Benefits) _____ or Financial Assistance _____?

3. Did you know what information or paperwork to bring?

_____ Yes _____ No

4. Did the staff representative answer all your questions?

_____ Yes _____ No

**Please explain any "No" answers on the back of this form.

5. On a scale from 1 to 5 how would you rate the service that you received?

(1 = Very Poor, 2 = Poor, 3 = Fair, 4 = Good, 5 = Excellent)

All parts of the next section are completely OPTIONAL:

6. Name of employee who you were seen by: _____

If you would like to be contacted to discuss your comments please provide your name and telephone number.

Name: _____

Telephone: _____

7. Special Remarks:

Thank you for completing this survey and have a nice day.