

STAKEHOLDER SATISFACTION SURVEY

(1) Name of Organization/Agency (Optional): _____

(2) I am: _____ Very familiar with and have regular contact with the organization.
 _____ Familiar with one or more specific services but not familiar with the organization as a whole.
 _____ Unfamiliar and have little contact with the organization or knowledge of services

(3) County: _____ Cabarrus
 _____ Rowan
 _____ Stanly
 _____ Union
 _____ Davidson

(4) Primary relationship to organization: (Check only one):

_____ Provider currently under contract for services _____ Community Stakeholder/Funder

Questions:	Strongly Agree	Agree	Neutral/ Unsure	Disagree	Strongly Disagree
Facilities are clean and well maintained.					
Facilities are accessible to persons with disabilities.					
Services are conveniently located.					
Agency does not discriminate in the provision of its services.					
Information about services and eligibility criteria are made available to the community.					
Agency provides culturally sensitive services.					
Agency respects the confidentiality of the persons it serves.					
Agency is known for its integrity and ethical practices.					
I am aware of opportunities to help improve services.					
Agency conducts a public education program to make its presence known in the community.					
Agency works with other community organizations to advocate on behalf of the people it serves.					
Applicants and persons referred for services are promptly screened.					
Waiting period for services are reasonable.					
Fees are reasonable and fair.					
Agency is fiscally responsible.					
Agency's governing body is broadly representative of the community it serves.					
Personnel are qualified and competent in the performance of their jobs.					
Agency is in compliance with applicable laws and regulations.					
Staff are respectful and knowledgeable in their interactions with our organization/agency.					

Comments:
 (If additional space is needed, continue on the back.)

Return completed survey to Quality Management, 245 LePhillip Court, Concord, NC 28025