Learning Steps Children’s Contact Centre Adults Feedback Form

**How satisfied are you with the following service provision at the Learning Steps Children’s Contact Centre?**

**Facilities**

Satisfied fairly satisfied not Satisfied

**Experience of Staff**

Satisfied fairly satisfied not Satisfied

**Resources**

Satisfied fairly satisfied not Satisfied

**Communication and customer services**

Satisfied fairly satisfied not Satisfied

**Any other comment:**

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**Are the contact centre helping you maintain a positive relationship with your child/ren?**

Yes No Not Sure

**Reasons**

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**How helpful are the family Contact Supervisor in supporting your contact with your child?**

Helpful Fairly Helpful Not Helpful

**Could you provide an example?**

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**How did the actual session compare with what you expected?**

More than I expected about what I expected less than I expected Made no difference at all

**What do you like best about the centre?**

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**Are there any area that you can identify that the centre can improve on?**

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**On the scale 1 to 5 please rate Learning Steps Children’s Centre**

1 2 3 4 5

1=Poor 5=Fantastic