
Was the person who scheduled your appointment courteous and helpful?

Very courteous Rude

If you scheduled an appointment, was your appointment date later than you expected?

Yes | No

Have you been able to book appointment times suitable to you/your child

Yes | No

If not, please state why:

Appointments

How would you rate the courtesy of the staff at the reception desk?

Very courteous Rude

How long did you wait in the reception area beyond your scheduled appointment time?

0 to 5 minutes 5 to 20 minutes 20 to 40 minutes Other

The Staff

Did you feel confident in the skills of your Speech Pathologist?

Very satisfied Satisfied Neutral
 Unsatisfied Very unsatisfied N/A

How well did your Speech Pathologist communicate with you? i.e listen to your concerns, explain your child's difficulties and assessment/therapy processes.

Outstanding Good Adequate

Mark the boxes that characterize the demeanor of your Speech Pathologist:

Attentive Concerned Friendly
 Distracted Rushed Inconsiderate

Please rate the clarity of the Speech Pathologist's explanation of your child's condition and treatment options:

Outstanding Good Adequate
 Needs improvement Poor N/A

Thank you. At Kara Di Dio Speech Pathology, we strive to provide high quality services to our clients. Client feedback – both positive and negative – is an essential part of helping us learn from our mistakes and to improve our service quality continuously.

All feedback received will be recorded by Kara Di Dio Speech Pathology and appropriate consideration and/or action taken in relation. Where appropriate, Kara Di Dio Speech Pathology will advise the person/s providing the feedback with information regarding the action and/or outcomes taken and achieved by Kara Di Dio Speech Pathology in relation.