

Please Put an X in the Box that Best Describes Your Answer	Never	Sometimes	Often	Mostly	Always
1. Were services including rules, expectations & agreements explained clearly?					
2. Do you feel intake clearly provided information needed for the program?					
3. Once both intakes were completed, how satisfied were you with the time it took to get your start date?					
4. How satisfied are you with the cost/fees?					
5. How satisfied are you with the hours of operation?					
6. How satisfied are you with the ability of the services to provide a safe and non-threatening environment for visitation/exchanges?					
7. Are visits/exchanges fully supervised by staff?					
8. In your opinion are the policies and procedures applied equally to all parties?					
9. Do you feel you are being provided with a neutral environment for visits/exchange?					
10. Are you confident that written reports are or will be fair and balanced?					
11. I am treated respectfully by staff.					
12. My child/children are respected by staff?					
13. My phone calls are returned in a timely fashion.					
14. Are the toys in good working order/condition?					
15. How satisfied are you with the cleanliness of the visit room and facilities?					
16. Overall, how satisfied are you with the services you receive from the Parenting Time Program?					

