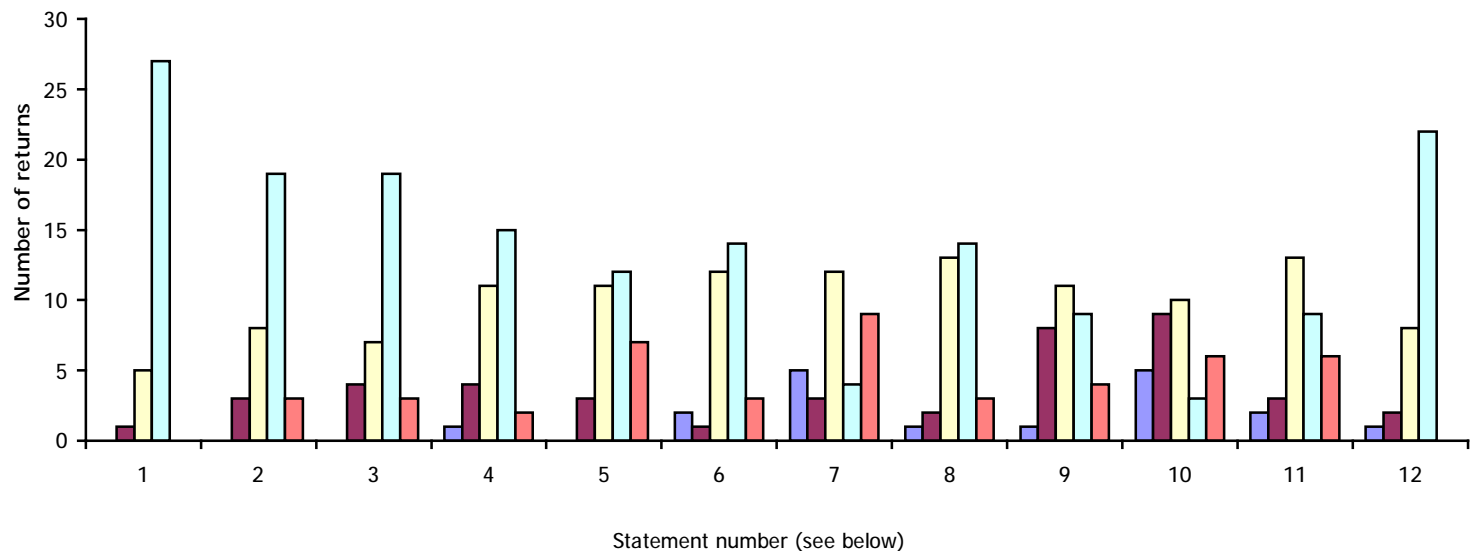
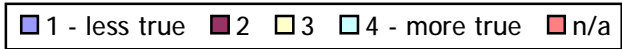


Client Satisfaction Survey March 2008

123 surveys sent out, 33 returned (26.8% return)



How the advocate worked with you	What the advocate helped you to achieve	How you feel as a result of working with the advocate
1. The advocate listened to my concerns and took them seriously 2. The advocate helped me to express my concerns 3. The advocate helped me to get the information I needed	4. The advocate helped me to achieve something that I wouldn't have managed by myself 5. The advocate helped me to learn about my rights 6. The advocate helped me to resolve my concerns with another person or a service provider 7. The advocate helped me to improve my relationship with another person or service provider	8. I now feel that my concerns have been heard 9. I now feel more confident in speaking up for myself 10. I now have a more positive attitude towards the person or service I needed help with 11. I now have a better understanding of the situation that I needed help with 12. I feel satisfied by the results of advocacy