



**CLIENT SATISFACTION SURVEY
PRE-ADOPTION**

Congratulations on the completion of your home study for an adoption from the country of _____ (country is optional).

New Beginnings would like you to complete the following survey to help us assess and improve our services. If the question does not apply, write N/A, not applicable, next to the question. Otherwise, please mark the appropriate box for all questions.

	Needs Improvement	Good	Excellent
Information on our website was clear and helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your inquiry was responded to in an efficient and friendly manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about adoption fees were clear and concise.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dossier Instructions were clear, concise, and understandable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phone calls were answered or return quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did New Beginnings do your home study?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Is New Beginnings your placing Agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Was your home study done in a prompt and professional manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did your social worker contact you in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the information in your home study complete and correct?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In general, was New Beginnings' staff available and helpful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were any complaints or concerns handled quickly and satisfactory?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please feel free to share any comments or suggestions with us below.

Please return to:
New Beginnings Family & Children's Services, Inc.
87 Mineola Boulevard
Mineola, New York 11501

Or scan and send to nb@new-beginnings.org.