

# Feedback Response Form

At Bancroft, we care what you think. Whether you are a frequent visitor to Bancroft or whether this is your first time visiting a Bancroft owned or operated property, your impressions are valuable. Please take a few moments to share your feedback with us to help us improve the quality of our services. Please feel free to comment on the site, the interactions you observe between Bancroft staff and the people we serve, and staff members' hospitality. If you have additional comments there is a space to add them at the end.

Program Visited: \_\_\_\_\_ Date: \_\_\_\_\_

Using a five point scale, how would you rate:	Excellent	Good	Avg.	Fair	Poor
Interactions between Bancroft staff and the individuals we serve?	5	4	3	2	1
The appearance of the individuals we serve?	5	4	3	2	1
The involvement level between Bancroft staff and the individuals we serve?	5	4	3	2	1
The courtesy and professionalism of Bancroft staff during your visit?	5	4	3	2	1
The physical appearance and cleanliness of the program site?	5	4	3	2	1
The level of respect shown to you and your loved one?	5	4	3	2	1
Your overall impressions?	5	4	3	2	1

Please comment on your responses:

Would you like to comment on a particular employee who was doing his or her job exceptionally well?

Is there a particular area where you think we could do a better job?

Do you have any additional comments you would like to share?

**Thank you for your comments.** If you would like to be contacted by the program manager, please complete the following:

Name (optional, required for a response): \_\_\_\_\_

Contact information (email or phone #): \_\_\_\_\_

