

CDW Name: _____

County: _____

The CDW is to complete his/her Name and County above. Please give the survey to the client after the appointment is completed.

Court Designated Worker Program: Client Satisfaction Survey

Please take a few moments to complete our client satisfaction survey.

If you wish to complete the survey online, please go to <http://courts.ky.gov/aoc/familyjuvenile/Pages/CDW.aspx>. If you complete the paper survey, please mail to: Department of Family and Juvenile Services, Administrative Office of the Courts, 100 Millcreek Park, Frankfort, KY 40601

- Below is a list of opinion statements about your experience with the CDW program. For each statement, please place a check mark (X) under the response that most closely matches your opinion, feelings or experiences.

Opinion Statements	Strongly		Neither		Strongly
	Agree	Agree	Disagree	Disagree	
I have a clear understanding of what a juvenile complaint is and how it is handled by the court designated worker.					
Each time I have spoken with the CDW, I feel I can ask any question.					
The CDW took the time to listen to me.					
The CDW explained what legal rights a juvenile has in a way that I can understand.					
The CDW treated me with courtesy and respect.					
I feel the CDW treated me the same as anyone else.					
The CDW office hours are convenient.					
The CDW returned my phone calls in a reasonable time.					
The CDW met with me at times that were convenient for me and/or my family.					

- Why were you meeting with the CDW? Please circle the correct answer.

- | | |
|--------------------------------------|---------------------------------|
| A. Pre-Complaint Conference | B. File a Complaint |
| C. Preliminary Intake Inquiry | D. Diversion Conference |
| E. Unsuccessful Diversion Conference | F. Other (please specify) _____ |

- Were your needs met by the CDW? Please check the correct answer.

- Yes
 No (please specify below, if needed, you may write your comments on the back of the survey):

- If needed, were you able to obtain contact information (phone number and/or e-mail address) for the CDW's supervisor? Please check the correct answer.

- Yes
 No
 I have not needed to contact the CDW's supervisor

- Please check whether you are:

- 18 years or older
 Under 18 years old

Please share any additional comments or concerns you may have had about your visit/experience with the Court Designated Worker program or a particular CDW (if needed, you may write your comments on the back of the survey):

If you wish to talk with the CDW's supervisor or manager about your concerns, you may either call this phone number 800-928-2350, send an e-mail to rachelb@kycourts.net, or you can provide your contact information below, and you will be contacted as soon as possible.

Name:	Phone Number:	E-mail Address:
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