# Local Health Department Name

Sample Customer Satisfaction Survey Distribution Processes

Below is the step-by-step process for the Health Department’s **in-person** distribution and collection of Customer Satisfaction Surveys. Staff will be trained on this process and are expected to follow the process exactly to ensure the standard process is used across all Health Department programs. If staff have a question about the survey distribution process, they may contact <Contact Name> at <Contact Details>.

1. Program Staff will distribute the department-wide Customer Satisfaction Survey to every client at the end of their visit. Program staff will encourage clients to complete the survey, emphasizing that results will be used to improve the services that the Health Department provides.
2. Clients will be given the choice to refuse at that time and not take the survey instrument, or to respond to the survey.
3. Clients will be given the survey on a clipboard with a pen and a reasonably private place to sit to complete the survey.
4. A drop box will be provided for clients to return their survey. Surveys should not be returned to program staff; instead, program staff should direct clients to place the survey in the drop box. A place to return the clip board and pen near the drop box will also be provided.
5. At the end of each week, program staff will remove completed surveys from the drop box and send them via interoffice mail to <Contact Name>.
6. Once monthly, <Contact Name> will provide programs with aggregate data from survey respondents who indicated they received services through the program.

Below is the step-by-step process for the Health Department’s **online** Customer Satisfaction Survey process. Staff will be trained on this process and are expected to follow the process exactly to ensure the standard process is used across all Health Department programs. If staff have a question about the survey distribution process, they may contact <Contact Name> at <Contact Details>.

1. Program staff will distribute a half-sheet with information about how to access the online survey to every client at the end of their visit. Program staff will encourage clients to complete the survey, emphasizing that results will be used to improve the services that the Health Department provides.
2. One week following the client’s date of service, program staff will print out the client’s name and address on a mailing label and attach it to a prepared reminder post card, which again encourages clients to complete the survey.
3. At the end of each day, post cards will be put in the mail to be sent to applicable clients.
4. Once monthly, <Contact Name> will provide programs with aggregate data from survey respondents who indicated they received services through the program.