



COMMUNITY FUTURES
ESSEX COUNTY

The UNconventional Lender

Client Feedback Form

Contact Information

Name:

Business/Organization:

Phone:

Email:

Thank you for accessing the Essex CFDC's services. We value all our clients and strive to meet everyone's needs. Your feedback is important to us. By answering the following questions, you will help our organization to better assist you.

What is your overall satisfaction rating with our company? Please check one:

5-Very satisfied

4-Somewhat satisfied

3-Neither satisfied nor dissatisfied

2-Somewhat dissatisfied

1-Very dissatisfied

Please tell us why you feel that way:

How likely are you to recommend our services to a friend or colleague? Please check one:

5-Very likely

4-Somewhat likely

3-Neither likely or unlikely

2-Somewhat unlikely

1-Very unlikely

Please tell us why you feel that way:

Please rate your level of satisfaction with the staff in the following areas:

LOW 1 2 3 4 5 HIGH

Responsiveness

Professionalism

Understanding my needs

If any rating below 3, please explain so we can assist you better in the future:

Other comments:

Thank you!

Diane Malenfant

General Manager