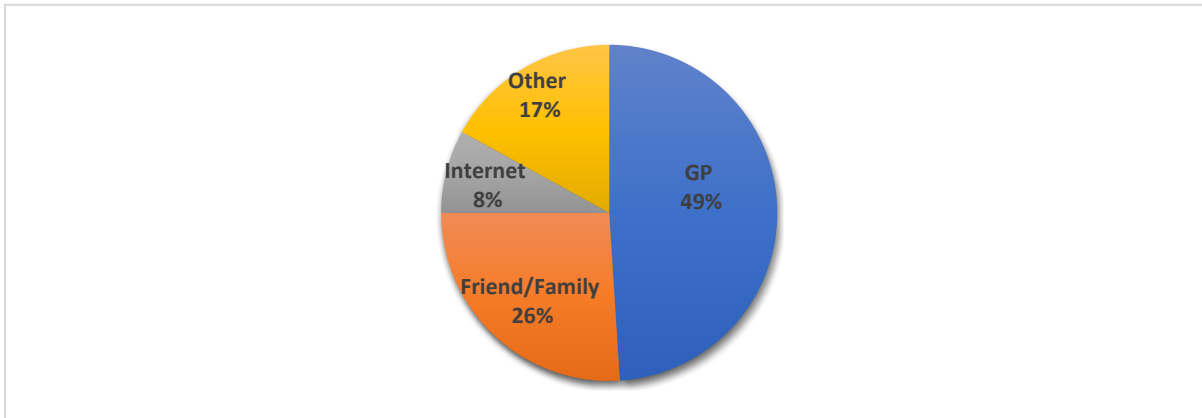
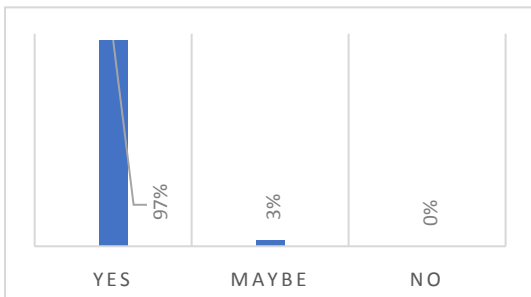


Client Satisfaction Survey - Results 2016/17

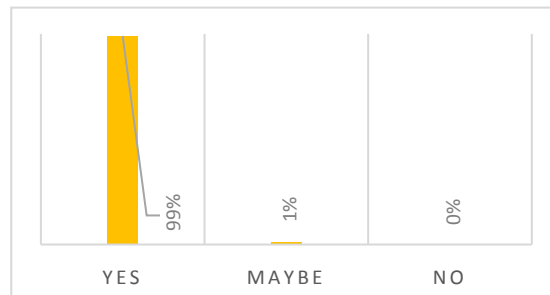
1. How did you hear about The Rooms?



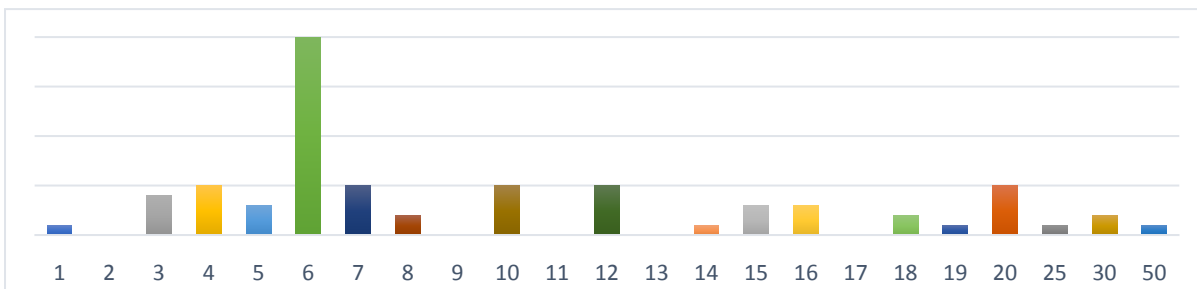
2. Was your initial phone call or email quickly and efficiently dealt with?



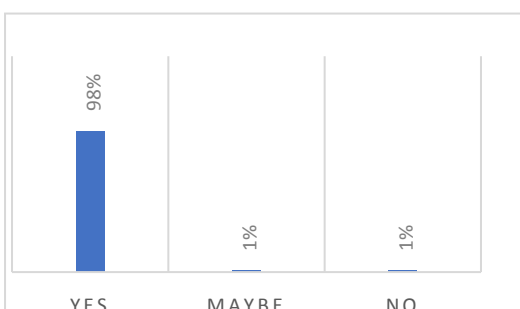
3. Are you happy with the way your therapist is helping you to deal with your issues/problems?



4. Approximately how many sessions did you attend at The Rooms?



5. Did you find The Rooms comfortable?



6. Would you recommend The Rooms to your Family & Friends?

Yes – 100%

Client Satisfaction Survey - Client Feedback - 2016/17

Here are a few examples of the responses:

“From my initial call everything was fabulous. The most appropriate therapist was found for me and an early appointment made. I could not fault my treatment and individualised session by session therapy. My therapist was totally professional in every way. She instils confidence in her methods by her explanations. A very talented, warm, understanding and exceptional lady in every way.”

“My therapist was extremely helpful, supportive and professional. She is a highly skilled professional and I would be happy to recommend The Rooms to anyone.”

“Excellent therapist, initial phone call dealt with very quickly and efficiently – made a huge difference as picking up the phone was the hardest thing to do.”

“Therapy has really exceeded my expectations. I was hesitant to go but it’s really changed my life and has been the best thing I’ve done.”

“Amazing. Life changing. Thank you.”

“I want to thank you for all the support you have given me and how you have helped me to feel confident with myself. I know that it’s your job to help people however the help I have had from you has gone above and beyond.”

“The support given to me has been invaluable – enabled me to carry on through a very difficult time. I cannot rate it highly enough.”

“I was seen very quickly by the right therapists. Initially had home visits which was very much appreciated. Excellent standard of therapists. Extra support was available to me when my mum and sister died.”

“I can’t think of any way this service could be improved. Friendly, professional, knowledgeable, adaptable to my responses and needs.”

“I have found that therapy has helped me put me and my problems into focus and perspective. I have learned some very useful techniques that I am sure will benefit me greatly going forward. I am very grateful to my therapist and The Rooms.”

“I had a really positive experience with The Rooms and cannot thank them enough for their help and support over my sessions. I feel that this has made a really positive impact on my life and how I cope in situations. I would recommend both my therapist and The Rooms to others needing some help and support.”