



Client Survey

Thank you for taking the time to give us your feedback. We strive to continually improve our services. If we have not met your needs let us know. If you are pleased with our services we would love to hear that too! These comments good or bad will help us tailor policies to better serve our clients.

The Staff of the Animal Emergency Centre

You may submit this form by:

- 1.) Dropping into the Client Survey box located at the reception desk.*
- 2.) Filling out our online survey at www.vallyepet911.com/survey*
- 3.) Mail it to our address listed below.*

Reception

Were you welcomed by the receptionist with a smile?	Yes	No	N/A
Was the receptionist knowledgeable and easy to understand?	Yes	No	N/A
Were you communicated to about wait times?	Yes	No	N/A
Was the receptionist helpful and friendly?	Yes	No	N/A

Technician

Did the technician(s) treat your animal with compassion?	Yes	No	N/A
Were they knowledgeable and able to answer your questions?	Yes	No	N/A
When calling for updates did they respond in an efficient manner?	Yes	No	N/A
Were you treated in a professional manner?	Yes	No	N/A

Veterinarian

Did the veterinarian listen carefully to your pet's symptoms?	Yes	No	N/A
Did the veterinarian discuss treatment options with you?	Yes	No	N/A
Were your questions answered to your satisfaction?	Yes	No	N/A

Feel free to leave additional comments here.

If you wish to be contacted please leave your information.

Name _____

Phone _____