

Appendix 2

Sample of Positive Comments from CLAC Client Satisfaction Surveys

- Thank you for your help, finally everything is sorted.
- Keep up the good work.
- Thank you so very much.
- Thank you very much for sorting out my problem.
- Excellent Service, very much appreciated.
- My advisor was very knowledgeable.
- Absolutely excellent – service unsurpassable.
- Helpful, friendly, understanding staff.
- Cannot praise you highly enough. Thank you all.
- I am very happy with the help I received and I do not think I could make any suggestion that could better the service I received. It is all excellent.
- I should have used your services weeks ago I would have been able to sleep at night.
- The advisors were very nice, professional and understanding of my disabilities.
- A very good service.
- A very helpful service
- All your staff were very pleasant and helpful.
- A very professional service and a very quick service, I got an appointment straight away.
- I can't thank you enough; I don't know what I would have done without your help.
- Thank you for throwing me a lifeline. The light at the end of the tunnel is now back on. Thanks for your help.
- If you weren't here I don't know what I would have done.
- From the first time we entered the office we were made to feel at ease and that everyone was on our side.
- I've told a lot of people to seek your help. It was excellent.
- You made me feel at ease at a hard time for me.
- I was very grateful for all your help. The information I received was spot on.
- Very good and understanding service.
- Your advice was so good I've already brought two friends here.
- Thanks so much to all for your kindness shown and the high level of service given.
- I was very pleased with the advisor and always walked out feeling better.
- You are all brilliant, many thanks.
- We would like to thank our advisor and she treated us with the utmost respect at all times.
- I found the staff on reception, on the phone and my advisor to be all very professional and experts in their own field. They made me feel so much better about my situation.
- We would like to thank our advisor for all their help.
- Very polite and very helpful staff.

- Thank you for your time and help.
- I received proper and professional help and you helped me out of a very troubled time, so much so I am now looking forward to the future.
- A good dedicated team which were of great value and put my mind at ease.
- Always kept promises and if you said you would contact me you always did.
- Excellent service, keep up the good work.
- Easy to make contact with.
- Staff were very caring and helpful.
- Thank you for all your help and advice.
- I found the information that I was given reassuring and quite comforting.
- Easy to contact your office.
- It was a very brilliant helpful 'advisor' who was kind, considerate, and very helpful. I'm a disabled lady who suffers from mental health problems and I couldn't have wished for a better person to help me. Thank you so much. I can now sleep at night without all the worry of being in debt.
- Very helpful and very easy to talk to.
- Your service is 1st class.
- Your advisor was very understanding and very concerned with my situation. I'd like to thank him and the staff very much.
- Very happy and grateful for a top class service.