

(C013) NOSS Employee Support Service Questionnaire for Managers/Contract Holders

Confidential



Please return this questionnaire to the NOSS head office reception@noss.uk.com as soon as possible - your views are important and help us to develop our services.

We continually evaluate the effectiveness of the employee support service provided by NOSS Ltd; to do this we include compliments and constructive comments in feedback received from you as the contract holder / manager of a recent user of the service. We value your views and comments and ask that you take a few moments to complete this simple questionnaire. **All information you provide is confidential.**

If you would prefer to download this from our website and return via email, please follow this link: <https://www.noss.uk.com/contactus/feedback> and download the contract holder/manager feedback form **C013 template** *Thank you for your assistance.*

Please state the extent to which you agree or disagree with the following statements regarding the employee support service from 1 to 5:

1 = Strongly disagree, 2 = Disagree, 3 = Neutral, 4 = Agree and 5 = Strongly agree

Your information							
Your name:	(Optional)	Employee name:	(Optional)				
Department/service:	(Optional)	Date:					
About our service							
The service generally met my expectations.		1	2	3	4	5	
Having the service available, assists me in fulfilling my managerial responsibilities and supporting my staff.		1	2	3	4	5	
I feel sufficiently informed, within the constraints of counselling ethics, on the progress of my staff member whilst accessing this service.		1	2	3	4	5	
If the staff member was off work: it is my view that the counselling helped them to make progress towards coming back.		1	2	3	4	5	N/A
If the staff member was not off work: it is my view that the counselling helped them to stay in work and avoid absence.		1	2	3	4	5	N/A
Do you have any suggestions as to how our service could be improved?							
[text box expands to accommodate additional words]							
Any general comments, based on YOUR experience/opinion of the service?							
[text box expands to accommodate additional words]							