

**FAMILY PLANNING PROGRAM****SECTION:** Quality Assurance**POLICY AND PROCEDURE MANUAL****SUBJECT:** Client Survey

POLICY: Each delegate agency must survey its clients annually by means of a client questionnaire.

PROCEDURE:

1. By December 15th of each calendar year, each delegate must submit a summary of client survey results to the state office.
2. At least twenty clients* must be surveyed.
3. The client survey template is developed by the Quality Assurance committee. (See appendix for current client survey).
4. The state office will review the client surveys and require a plan of action as needed.

* Only clients receiving either initial or annual medical exams should be asked to fill out a questionnaire.

Reference:

1. Program Guidelines for Project Grants for Family Planning Services, January 2001, p. 10.4, Quality Assurance and Audit.