

Feedback Form



COMPASS Family and Community Services wants to be safe, welcoming, and easy to use. Please answer the questions below if you have observations, concerns, or ideas that would be helpful. Your input helps us improve our services and environment.

1. General Feedback & Suggestions

- Do you have any ideas to make COMPASS better?
- Is there something you like that should continue?
- Have you noticed anything that could be improved?

Your thoughts: _____

2. Safety & Risk Concerns

A. Health & Safety

- Have you seen anything that could hurt a client, staff member, or visitor?
- Are there places or equipment that feel unsafe?
- Have you noticed behavior that might put someone at risk?

Your thoughts: _____

B. Effort / Capacity

- Are there times when there are not enough staff to help clients?
- Do communication or resources make work harder?
- Are tasks or processes confusing or unclear?

Your thoughts: _____

C. Reputation

- Have you seen anything that could make COMPASS look bad?
- Are there incidents that could hurt trust or relationships?

Your thoughts: _____

D. Financial

- Are there situations that could cause COMPASS to lose money or funding?
- Have you noticed problems with referrals, billing, or resource use?

Your thoughts: _____

3. Barriers to Access, Comfort, or Services

A. Architecture & Accessibility

- Is it easy to get around COMPASS buildings?
- Are doors, ramps, stairs, railings, or restrooms easy to use?

Your thoughts: _____

B. Environment

- Is the building clean and comfortable?
- Are rooms too hot, cold, noisy, or poorly lit?
- Are there smells or colors that make it uncomfortable?

Your thoughts: _____

C. Attitude & Culture

- Have staff been kind, respectful, and professional?
- Have you noticed bias, unfairness, or stigmatizing language?
- Do staff interact in ways that reflect COMPASS's values?

Your thoughts: _____

D. Communication & Technology

- Is it easy to read signs, brochures, or websites?
- Do you have help if you have trouble seeing, hearing, or understanding?
- Is technology easy to use?

Your thoughts: _____

E. Transportation

- Is it easy for you to get to COMPASS locations?
- Are there challenges with parking, public transit, or travel?
- Do you have ideas to make travel easier?

Your thoughts: _____

F. Community Integration

- Are there things that make it hard to participate in community activities?
- Are there COMPASS rules, procedures, or staff attitudes that make it harder to be involved?

Your thoughts: _____

G. Employment

- Have you tried to use COMPASS employment programs or apply for a job here? Did you have any difficulties?
- Are there things that make it harder to get a job, learn new skills, or advance in your career through COMPASS programs?
- Do you have ideas to make employment or career services easier to access?

Your thoughts: _____

H. Financial Barriers

- Are there services you cannot access because of cost?
- Are there ways COMPASS could help make services more affordable?

Your thoughts: _____

Tip: If you need more space, feel free to attach an extra sheet. This form is also available online.