

This document was created by admission manager of service O. s. Green Doors. The questionnaire describes creation, structure, distribution and evaluation of the client's contentment with the service of O. s. Green Doors. The questionnaire checks contentment of clients in the service of social rehabilitation at O. s. Green Doors. The questionnaire comes out from a premise, that contentment with a service is in direct relation with effectiveness of that service. The questionnaire examines several domains that monitor client's contentment in different areas of the service. The first deals with admission of clients to rehabilitation. The second refers about client's cooperation with the therapeutic team. The third deals with client's co-operation with the key worker. The fourth examines the working environment. The fifth assesses the whole service provided by O. s. Green Doors. The organization has emphasized some domains, that they consider important for successful rehabilitation. These questions are stated as presumptions in the methodology of the questionnaire. The organization supposes that clients will show satisfaction in these areas. The presumptions are:

- Clients assess admission into the service positively.
- Clients assess induction to works process positively as functional and helpful.
- Clients are satisfied with leadership and content of RHB plans. The RHB plans are helpful to the clients.
- Clients are satisfied with help of the organization to resolve their problems.
- Clients are satisfied with help from cafés aimed at returning to school or to work.
- Clients are satisfied with the rehabilitation in general

Results show that clients feel satisfaction in these domains as supposed. The results of the questionnaire will be evaluated on the methodical meeting, where a new distribution system will also be proposed.