



جمعية التدخل المبكر  
Association of Early Intervention

## Parent Feedback Analysis Report 2024

### Introduction:

This report analyzes parent feedback received through a recent scorecard survey. The aim is to understand parent experiences with the services offered, identify areas for improvement, and ensure we meet their expectations while maintaining high-quality services.

### Key Feedback Areas:

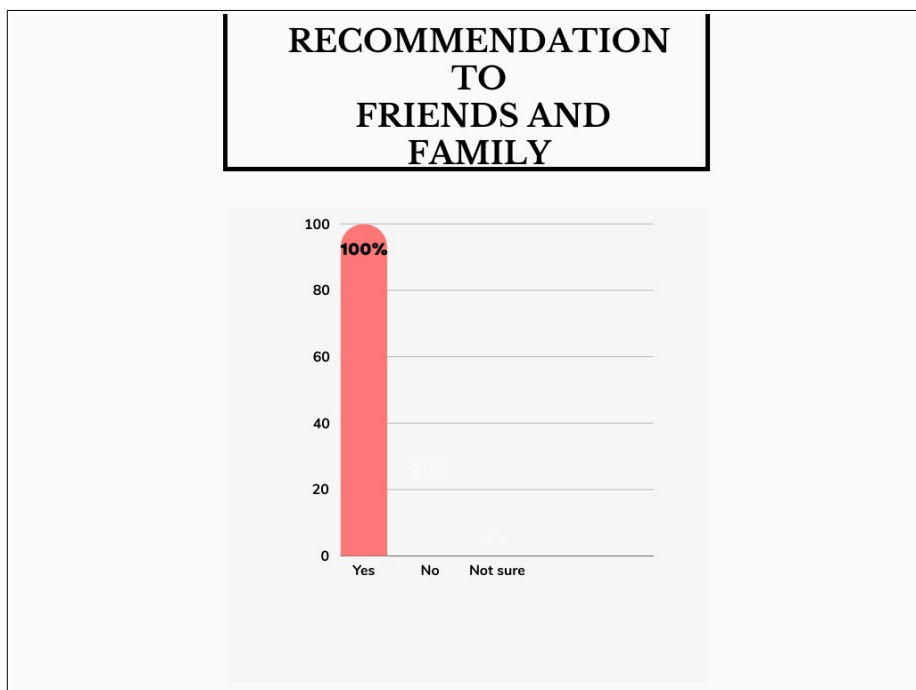
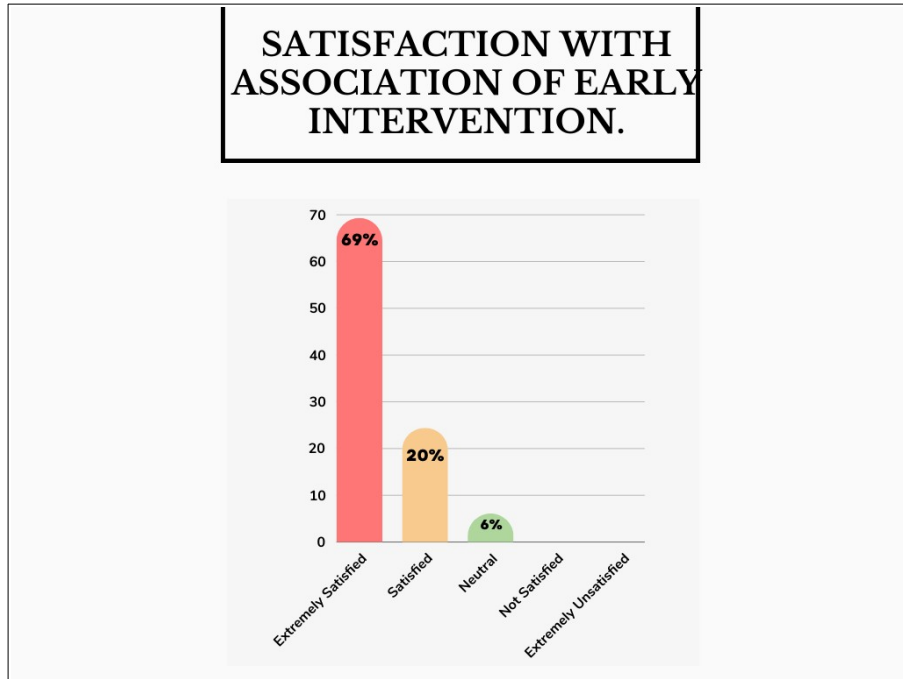
The survey targeted seven key factors:

- **Satisfaction with Association Services:** This measures parents' overall satisfaction with the services provided by the association.
- **Meeting Parent Expectations:** This assesses whether the services delivered met the parents' prior expectations.
- **Family Contribution:** This evaluates parents' satisfaction with the level of contribution their family is expected to make towards the services received.
- **Parent Experiences:** This captures parents' general feedback on their interactions with the services.
- **Improvement Suggestions:** This identifies areas where parents feel services can be improved to better meet their expectations.
- **Staff Friendliness and Helpfulness:** This assesses parents' perception of the staff's willingness to assist.
- **Communication from Customer Service:** This evaluates the clarity and effectiveness of communication received from customer service representatives.
- **Satisfaction with Level of Care:** This measures parents' satisfaction with the level of care their child receives.



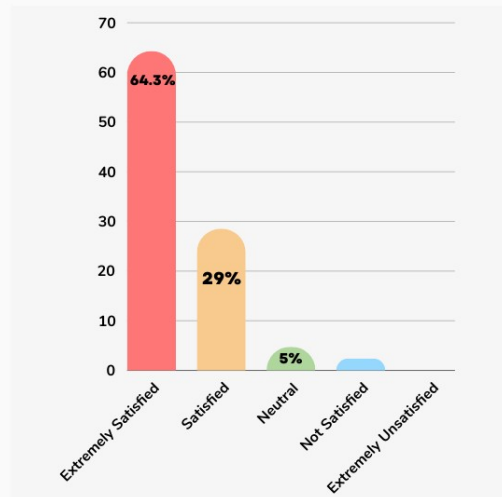
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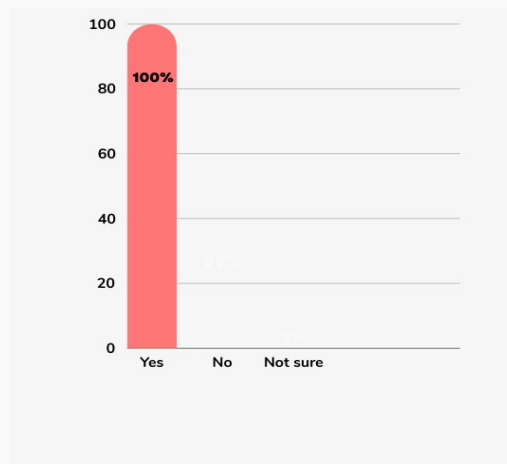




### APPOINTMENT AND SCHEDULING SANCTIFICATION



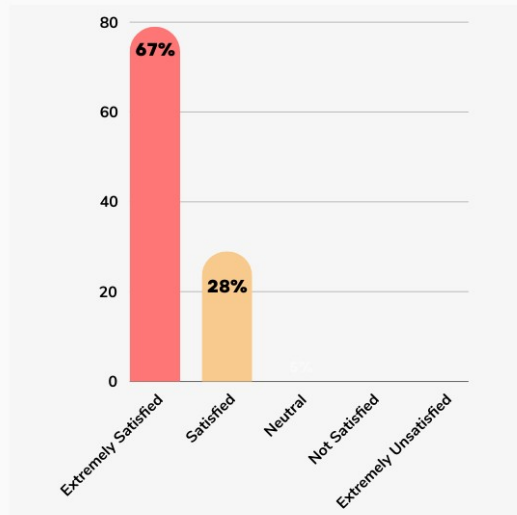
### STAFF AND EMPLOYEES HELPFUL AND FRIENDLY



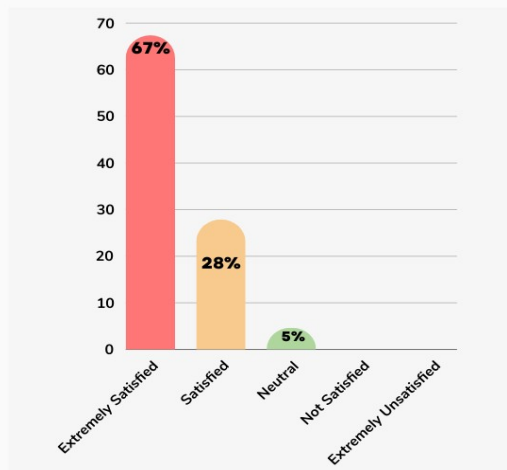


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### LEVEL OF CARE CHILD RECEIVED FROM OUR SPECIALIST STAFF



### COMMUNICATION RECEIVED FROM OUR COORDINATION STAFF





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### FAMILY CONTRIBUTION PAYMENT TO OUR SERVICES

