After Trauma
Empowerment Network
(ATEN)

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Client/Peer Feedback Form

Your feedback helps us improve our services. You are welcome to share as much or as little as you like. Providing feedback will **not affect your care or access to services**.

You may complete this form anonymously.

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1. About You (Optional)

- Name (optional): _____
- Are you currently receiving services with us? ☐ Yes ☐ No
- Type of service (optional):
  ☐ Individual therapy
  ☐ Peer support
  ☐ Assessment
  ☐ Other: _____

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2. Your Experience

Please indicate how much you agree with the following statements.

Scale:
1 = Strongly disagree | 2 = Disagree | 3 = Neutral | 4 = Agree | 5 = Strongly agree

Statement	1	2	3	4	5
I felt respected and taken seriously	☐	☐	☐	☐	☐
I felt emotionally safe	☐	☐	☐	☐	☐
My therapist listened to me	☐	☐	☐	☐	☐
I felt included in decisions about my care	☐	☐	☐	☐	☐

Statement	1	2	3	4	5
Sessions were paced in a way that worked for me	☐	☐	☐	☐	☐
Communication was clear and respectful	☐	☐	☐	☐	☐

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3. What Has Been Helpful?

Please share anything that has felt helpful or supportive.

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4. What Could Be Improved?

If anything has not worked well for you, you may share it here.

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5. Feeling Heard

- Do you feel comfortable sharing concerns or feedback with your therapist/peer supporter?
  ☐ Yes ☐ Sometimes ☐ No ☐ Not sure

(Optional comments):

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6. Safety & Comfort (Optional)

Did you experience anything that felt unsafe, uncomfortable, or upsetting?

☐ No
☐ Yes (you may describe if you wish):

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7. Overall Experience

How would you describe your overall experience with our service?

☐ Very positive
☐ Mostly positive
☐ Neutral
☐ Mostly negative
☐ Very negative

(Optional comments):

_____

_____

8. Follow-Up (Optional)

Would you like someone to follow up with you about this feedback?

☐ No
☐ Yes — preferred contact method:
☐ Email _____ ☐ Phone _____

Contact details (optional):

_____

_____

9. Anything Else You'd Like Us to Know?

_____

_____

_____

Our Commitment

- Your feedback is welcomed and valued
- You will not be punished or treated differently for sharing concerns
- Feedback is used to improve services and support staff learning
- If your feedback raises safety concerns, we will respond appropriately and respectfully