

**Pinal County Department of Juvenile Court Services
Victim Satisfaction Survey**

In an effort to help serve victims better, the Pinal County Juvenile Court would like to know how you feel about the services provided to you. Please take a moment to complete the following survey and return it by one of the following options: return in the postage paid envelope, fax to 520.866.7090, email your responses to:

CrMartin@courts.az.gov or complete online at:

<http://pinalcountyaz.gov/JuvenileCourtServices/Pages/VictimsSurvey-English.aspx>

Diversion

Court

Should you have any questions, please contact Cristy Martinez at (520)866-7088 or toll free at 1(800)208-6897, #7088

Please check the box next to the number on the 1-5 scale that best describes your response to each question below:

-
- | | | | | | | | |
|----|---|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|------------|
| 1. | Was it important or significant for you to have been kept informed of the status of you case? | | | | | | |
| | VERY IMPORTANT | - | - | - | - | - | NOT AT ALL |
| | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 | <input type="checkbox"/> N/A | |
-
- | | | | | | | | |
|----|--|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|--------|
| 2. | Were the written notifications you received from our office timely and accurate? | | | | | | |
| | ALWAYS | - | - | - | - | - | RARELY |
| | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 | <input type="checkbox"/> N/A | |
-
- | | | | | | | | |
|----|---|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|--------|
| 3. | If applicable, was your contact with our Victim Unit staff (either on the phone or in person) helpful, responsive, empathetic, and/or supportive? | | | | | | |
| | ALWAYS | - | - | - | - | - | RARELY |
| | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 | <input type="checkbox"/> N/A | |
-
- | | | | | | | | |
|----|--|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|------------|
| 4. | Did the information and notifications provided to you through our office have a positive impact on your willingness or ability to participate in the juvenile justice process? | | | | | | |
| | VERY MUCH SO | - | - | - | - | - | NOT AT ALL |
| | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 | <input type="checkbox"/> N/A | |
-
- | | | | | | | | |
|----|--|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|------------|
| 5. | If applicable, did you feel the disposition consequences (sentence) ordered for the juvenile were appropriate? | | | | | | |
| | VERY MUCH SO | - | - | - | - | - | NOT AT ALL |
| | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 | <input type="checkbox"/> N/A | |

Please explain or comment on any of the above ratings and/or provide information you believe would be helpful to us in improving our service to crime victims. (Please feel free to attach an additional sheet if more space is needed.)

Are you willing to participate on a Victims Impact Panel in your community (see brochure enclosed)? If yes, please provide your name, phone number and email address.

Your Name: _____ Phone Number: _____

Email: _____ City of Residence: _____

**Thank you for taking the time to complete this survey.
Your feedback is important to us!**