



# Customer Comment Form

Providing good customer service is important to the Department of Human Services (DHS). DHS wants to learn about your office visit and the customer services provided. You may add your written comments to question 10. Your comments are important, but not required to receive benefits.

Which DHS office did you visit? \_\_\_\_\_

What service(s) did you come in for today? \_\_\_\_\_

<b>This box is optional. Please print clearly.</b>				Date:
Name:				Phone/TTY number:
Mailing address:				
City:	State:	ZIP:	Email:	

- How do you rate the office as being professional and welcoming?  
 Excellent     Good     Fair     Poor     Don't know
- How do you rate the helpfulness of brochures and posters in the lobby?  
 Excellent     Good     Fair     Poor     Don't know
- Are the forms and applications easy to understand and to complete?  
 Excellent     Good     Fair     Poor     Don't know
- Does the staff return your phone calls in a reasonable amount of time?  
 Excellent     Good     Fair     Poor     Don't know
- How do you rate the office in offering appointment times that work for you?  
 Excellent     Good     Fair     Poor     Don't know
- Is your lobby waiting time reasonable for the number of people waiting?  
 Excellent     Good     Fair     Poor     Don't know
- How do you rate the staff for treating you with dignity and respect?  
 Excellent     Good     Fair     Poor     Don't know
- Is the staff sensitive to your ethnic and cultural needs?  
 Excellent     Good     Fair     Poor     Don't know
- Is the staff knowledgeable about programs and services?  
 Excellent     Good     Fair     Poor     Don't know

