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? __________________________________

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<tr>
<th>This box is optional. Please print clearly.</th>
<th>Date:</th>
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<tbody>
<tr>
<td>Name:</td>
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<td>Mailing address:</td>
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<td>Phone/TTY number:</td>
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<td>City: State: ZIP: Email:</td>
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1. How do you rate the office as being professional and welcoming?
   □ Excellent  □ Good  □ Fair  □ Poor  □ Don’t know

2. How do you rate the helpfulness of brochures and posters in the lobby?
   □ Excellent  □ Good  □ Fair  □ Poor  □ Don’t know

3. Are the forms and applications easy to understand and to complete?
   □ Excellent  □ Good  □ Fair  □ Poor  □ Don’t know

4. Does the staff return your phone calls in a reasonable amount of time?
   □ Excellent  □ Good  □ Fair  □ Poor  □ Don’t know

5. How do you rate the office in offering appointment times that work for you?
   □ Excellent  □ Good  □ Fair  □ Poor  □ Don’t know

6. Is your lobby waiting time reasonable for the number of people waiting?
   □ Excellent  □ Good  □ Fair  □ Poor  □ Don’t know

7. How do you rate the staff for treating you with dignity and respect?
   □ Excellent  □ Good  □ Fair  □ Poor  □ Don’t know

8. Is the staff sensitive to your ethnic and cultural needs?
   □ Excellent  □ Good  □ Fair  □ Poor  □ Don’t know

9. Is the staff knowledgeable about programs and services?
   □ Excellent  □ Good  □ Fair  □ Poor  □ Don’t know
10. Is there anything you would like to add? If you are writing about an employee, be sure to include his or her name. **Please print clearly.**

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**Thank you for your time.**

Return this form to any DHS office, mail or fax to:
Department of Human Services
Governor’s Advocacy Office
500 Summer Street N.E., E-17
Salem, OR 97301-1097
Voice: 1-800-442-5238
FAX: 503-378-6532

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This document can be provided upon request in alternate formats for individuals with disabilities or in a language other than English for individuals with limited English skills. To request this form in another format or language, contact the Governor’s Advocacy Office at 503-945-5941.

The Department of Human Services (DHS) is committed to a policy of non-discrimination. DHS promotes equal access to all programs and activities without regard to age, race, color, national origin, sex, sexual orientation, religion, political beliefs or disability.