RESOLUTION 16-2013 FOR ADOPTION OF TOWN OF TAGHKANIC SERVICE QUALITY PROGRAM

Survey Form

(Revised and approved 7/8/2013)

The Town Board of the Town of Taghkanic promotes and encourages performance standards for all Town officials, representatives and employees to provide prompt, professional and fair treatment for every citizen, all of the time. The best way for the town government to understand issues is information directly from its citizens. Recently, you had contact with the Town of Taghkanic official named below.

Name of Official	
Reason for Contact	
Date	

Please let us know about your experience (good and poor) and what needs to be improved.
Answer the following questions and deliver it in a sealed envelope to the locked survey box located in Town Hall. The envelope will be collected and addressed by the Town of Taghkanic Ombudsman.

Name	
Address	
Telephone / eMail	
Purpose (circle 1 or more)	**Application Question Problem Report Complaint Other**

Circle "Yes" or "No" and add your comments. Use back of page as needed. *Thanks*.

1. Was the appointment (or call) treated in a timely way? **Yes** **No**: _____
2. Was your concern treated in a timely way? **Yes** **No:** _____
3. Were you treated with courtesy? **Yes** **No:** _____
4. Was the town official knowledgeable? **Yes** **No:** _____
5. Were you treated fairly? **Yes** **No:** _____
6. Would you change any part of the process? **No** **YES (use back of page)**

7. Are there any other comments you would like to share? **No** **YES (use back of page)**