

**Customer Services Survey**

**Madera County Department of Social Services**

As a Public Service Agency, we would appreciate it if you could please rate the service you received either today or in the past, and offer any ideas you might have to help us serve you better. You do not need to sign your name. Please answer the following questions:

1. Why did you come into the office today? **Circle one or more**

Application	Reinvestigation	QR 7 Completion
Pick up Benefits	Drop In	Employment Services
Child Care	Transportation	Other (describe) _____

2. Did you have an appointment? **Circle One:** YES NO

3. Who did you ask to see? (Worker Name) \_\_\_\_\_

If the person you requested was not in, did someone else see you?  
**Circle One:** YES NO

If yes, who? **Circle One:** Another worker Supervisor Manager

4. How long did you wait to be seen by the person you were seeking?

**Circle One:** under 5 minutes 15 mins. 30 mins. 45 mins.  
1 hour over 1 hour longer (explain) \_\_\_\_\_

5. Were you able to complete what you came in for?

**Circle One:** YES NO If no, explain why: \_\_\_\_\_  
\_\_\_\_\_

6. How would you rate the knowledge of the staff you saw? **Circle One:**

Very Good Good Poor

7. How would you rate the courtesy of the staff you saw? **Circle One:**

Very Good Good Poor

8. How do you think any services you received could be improved?

\_\_\_\_\_

\_\_\_\_\_

(Please use the back of this page if you need more room)

**Thank you!!**

You do not need to sign this survey; however, if you would like to discuss this further, please enter your name and telephone number below and someone will call you.

\_\_\_\_\_  
Name (559) \_\_\_\_\_ Telephone # \_\_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Date

**Completed forms can be left in drop box at the 720 E. Yosemite Avenue Office in Madera or given directly to Reception staff at the Oakhurst or Chowchilla Out-stations.**