



Surry County
Department of Planning and Community Development
Department of Planning
P. O. Box 357
Surry, VA 23883
757-294-5210

Customer Satisfaction Survey

As a public service department, we appreciate the opportunity to serve our community. In an effort to improve our service delivery, please rate the service you received today and offer suggestions that might help us serve you and the community better.

Date of Service (mm/dd/yyyy) _____				
Please check one of the following: I am a . . . <input type="checkbox"/> Customer receiving services <input type="checkbox"/> Contractor <input type="checkbox"/> Other _____		Please check one of the following: I met with . . . <input type="checkbox"/> Supervisor/Department Head <input type="checkbox"/> Staff Member (name) _____ <input type="checkbox"/> Other _____		
Please place a check in the box that best defines your opinion:				
	Yes	No		
1. Did you receive prompt service?				
2. Were you treated courteously and respectfully?				
3. Were processes/requirements explained clearly?				
4. Did you leave with the assistance you requested?				
	Excellent	Good	Fair	Poor
5. How would you rate your overall experience?				
6. How satisfied were you with the overall quality of the response to your question or problem?				
7. How satisfied were you with how quickly the County handled your request?				
	Yes	No		
8. Would you like someone to contact you regarding your experience?				
9. How may we contact you? Name _____ Phone _____ Address _____				

THANK YOU FOR YOUR RESPONSE: PLEASE RETURN BY U.S. MAIL TO: P. O. Box 357, Surry, Virginia 23883