

Survey For Appellants and Voluntary Appeal File Applicants



The FBI's Criminal Justice Information Services (CJIS) Division's National Instant Criminal Background Check System (NICS) Section is conducting a voluntary survey of a random sampling of appellants and Voluntary Appeal File applicants. The NICS Section would like to utilize the feedback you provide to improve the customer service that we provide to you, our customer.

Please take a few minutes to complete this survey. This survey may be handwritten or typewritten and may be faxed, mailed, or e-mailed to the NICS Section at the following address or contact numbers:

Federal Bureau of Investigation
National Instant Criminal Background Check System Section
Enhancement, Development, Analysis, and Strategy Team
Module A-3
Post Office Box 4278
Clarksburg, WV 26302-4278
or
Fax to 1-888-550-6427
or
E-mail to nsnider@leo.gov

Thank you for participating in this survey.

NICS Annual Customer Satisfaction Survey
For Appellants and Voluntary Appeal File (VAF) Applicants

Under the Paperwork Reduction Act, a person is not required to respond to a collection of information unless it displays a valid OMB control number. The FBI NICS Section tries to create forms and instructions that are clear and accurate, can easily be understood, and which impose the least possible burden to you to provide us with information. The estimated average time to complete this survey is 40 minutes. If you have comments regarding the accuracy of this estimate or suggestions for making this survey simpler, you can write to the FBI NICS Section, Post Office Box 4278, Clarksburg, West Virginia 26302-4278.

1. How were you advised of the appeal process? (Please check all that apply)

- Firearm Dealer
- NICS Web site
- Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)
- NICS Customer Service Representative
- Other (please specify) _____

2. How were you advised of the VAF process? (Please check all that apply)

- Firearms Dealer
- ATF
- NICS Web site
- NICS Customer Service Representative
- Other (please specify) _____

3. When you were advised of the transaction status by the firearms dealer, did they provide you with the NICS Transaction Number (NTN)?

- YES
- NO
- Do not remember

4. Did the firearms dealer provide you with (check all that apply):

- An Appeal Brochure
- A VAF Brochure
- Neither brochure
- Do not remember

5. Did the NICS Section respond to your first response within five business days?

- YES
- NO (If no, how long did it take? _____)

6. Did the appeal and/or VAF letters we sent:

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a. Contain information relevant to your case?

YES NO

b. Provide enough information to assist you?

YES NO

c. Provide clear instruction to assist you?

YES NO

d. Contain legal language that needed no further explanation?

YES NO

7. What could the NICS Section do to make our letters more customer-friendly?

8. From the time you initially submitted your appeal or VAF request, how long did it take for you to receive a final response?

<input type="checkbox"/> 0-3 months	<input type="checkbox"/> 9-12 months
<input type="checkbox"/> 3-6 months	<input type="checkbox"/> More than 1 year
<input type="checkbox"/> 6-9 months	<input type="checkbox"/> Other _____

9. During the Appeal or VAF Process, did you ever contact the NICS Customer Service?

YES NO

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9a. If you answered yes to Question 9, were you treated courteously and professionally?

YES NO Does not apply

9b. If you requested further information, did the NICS Customer Service Representative explain the Federal Prohibitors?

YES NO Do not remember

10. If you sent fingerprints with your appeal or VAF application, did you have any problem finding an agency to fingerprint you?

YES NO Does not apply

10a. If you answered No or Does not apply to Question 10, skip to Question 11. If you answered yes to Question 10, please state why this was difficult.

10b. If you answered yes to Question 10, please indicate your county and state.

County _____ State _____

10c. If you answered yes to Question 10, how were your fingerprints taken?

Scanned Manually rolled

11. During the Appeal or VAF Process, were you able to get any of your FBI or state records updated?

YES NO Do not know
 I had no records to be updated.

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11a. If you answered no to Question 11, why could the records not be updated?

11b. If you answered yes to Question 11, did you have difficulty with a particular state or agency in obtaining information to update your record?

YES NO

If yes, please provide the agency name and location.

Agency _____
City _____ State _____

Agency _____
City _____ State _____

12. If your appeal was sustained or overturned, did you understand why?

- YES
- NO (If no, why was it hard to understand? Please specify.)
- Does not apply

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13. If you were referred to other agencies to get your record resolved, was that information clear in your letter?

- YES
 NO (If no, why was it hard to understand? Please specify.)
 Does not apply

14. If your appeal was overturned/proceeded, have you experienced any other extended delays or denials since your appeal was overturned/proceeded?

- YES NO Does not apply

14a. If your appeal was overturned/proceeded, how was your experience with the firearm re-check?

15. If you were issued a VAF-approved Unique Personal Identification Number (UPIN), have you experienced any extended delays or denials since the UPIN was issued?

- YES NO Have not used it since it was issued
 Does not apply

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16. If you were issued a UPIN, does utilizing the UPIN meet your expectations?

YES NO Does not apply

Please explain your answer:

17. Did you feel the need to hire an attorney to help you with the appeal or VAF process?

YES NO

18. How satisfied were you with your overall appeal or VAF experience?

1=Extremely Dissatisfied
2=Dissatisfied
3=Neither Dissatisfied or Satisfied
4=Satisfied
5=Extremely Satisfied
6=Does not apply

Appeal: 1 2 3 4 5 6

VAF: 1 2 3 4 5 6

19. Do you have any other comments you would like to provide the NICS Section that would allow us to improve customer service?

20. The NICS Section strives to give our customers exceptional service every day in all areas. If you have received service that was below or above your normal expectations, we would like to hear

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about it. If you wish to comment on more than one employee, please provide their name, Brady Identification Number, and/or describe the service they provided.

21. May we contact you regarding any of your concerns or answers?

YES NO

22. If you answered yes to Question 21, how do you wish we contact you?

Telephone Name _____
Number _____

By Mail Name _____
Address _____

E-mail Name _____
E-mail _____

Fax Name _____
Number _____

Other _____

I do not wish to be contacted.

Please provide any additional comments:

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Thank you for your participation in this survey.