



THE PAPERWORK REDUCTION ACT OF 1995 requires us to notify you that this information collected is in accordance with the clearance requirements of section 3507 of this Act. The public reporting burden for this collection of information is estimated to average 4.2 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. No person will be penalized for failing to furnish this information if it does not display a current valid OMB control number. This collection of information is intended to fulfill the need identified by the Department of Veterans Affairs in their call for evaluation and improvements to the current Patient Satisfaction program. Your obligation to respond to this survey is voluntary and failure to furnish this information will have no effect on any of your benefits.

**Survey of your experience with the HEC correspondence process.**

This is an anonymous survey. If you have any questions or concerns regarding this survey, please contact Dennis Boyette at 404-828-5398 or [dennis.boyette@va.gov](mailto:dennis.boyette@va.gov)

<p>Here is a question about the letter you just wrote. In terms of your satisfaction, how would you rate our explanation of what was done for you?</p>	<p>Poor <input type="checkbox"/></p>	<p>Fair <input type="checkbox"/></p>	<p>Good <input type="checkbox"/></p>	<p>Very Good <input type="checkbox"/></p>	<p>Excellent <input type="checkbox"/></p>		
<p>Thinking about the letter you wrote, how would you rate how long you waited to get a response?</p>	<p>Poor <input type="checkbox"/></p>	<p>Fair <input type="checkbox"/></p>	<p>Good <input type="checkbox"/></p>	<p>Very Good <input type="checkbox"/></p>	<p>Excellent <input type="checkbox"/></p>		
<p>Overall quality of correspondence process.</p>	<p>Poor <input type="checkbox"/></p>	<p>Fair <input type="checkbox"/></p>	<p>Good <input type="checkbox"/></p>	<p>Very Good <input type="checkbox"/></p>	<p>Excellent <input type="checkbox"/></p>		
<p>How long did you wait between the days you wrote your letter and the day you received a response to your letter?</p>	<p>Same Day <input type="checkbox"/></p>	<p>1-3 Days <input type="checkbox"/></p>	<p>4-7 Days <input type="checkbox"/></p>	<p>8-14 Days <input type="checkbox"/></p>	<p>15-30 Days <input type="checkbox"/></p>	<p>31-60 Days <input type="checkbox"/></p>	<p>More Than 61 Days <input type="checkbox"/></p>