

Contact information for the OWA  
[http://www.foreignlaborcert.doleta.gov/states\\_npc.cfm](http://www.foreignlaborcert.doleta.gov/states_npc.cfm)

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## Ombudsman Customer Service Survey (new)

### How was your experience with the Ombudsman Program?

OMB BURDEN STATEMENT: According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 1225-0088. The time required to complete this information collection is estimated to average six minutes per response.

#### 1. Was our response to your inquiry timely?

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## What Happens After I Contact the H-2A Ombudsman with a Problem or Concern?

## Ombudsman Customer Service Survey (new)

**1. Was our response to your inquiry timely?**

Not at all	Somewhat	Yes	Very
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**2. Did we answer all of your questions clearly and thoroughly?**

Not at all	Somewhat	Yes	Very
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. Did we demonstrate a considerable amount of subject matter knowledge in our response?**

Not at all	Somewhat	Yes	Very
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## What Happens After I Contact the H-2A Ombudsman with a Problem or Concern



**4. Were we impartial and fair in our response?**

Not at all

Somewhat

Yes

Very

**5. Were you satisfied overall with the response we provided?**

Not at all

Somewhat

Yes

Very

**6. If we were unable to help you, did we refer you to the right people who could?**

Not at all

Somewhat

Yes

Very

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**What Happens After I Contact the H-2A Ombudsman with a Problem or Concern**

**7. Has your confidence in the Office of Foreign Labor Certification been strengthened by your experience?**

Not at all      Somewhat      Yes      Very

                

**8. Would you recommend the Ombudsman Program to other H-2A and/or H-2B stakeholders?**

Not at all      Somewhat      Yes      Very

                

**9. Do you routinely submit inquiries to the Ombudsman Program?**

Not at all      Somewhat      Yes      Very

                

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**What Happens After I Contact the H-2A Ombudsman with a Problem or Concer**

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Not at all	Somewhat	Yes	Very
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**10. Comments?**

Done



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**What Happens After I Contact the H-2A Ombudsman with a Problem or Concern?**

Once we receive a request for help, we will:

- Review the information you submitted to make sure that we are able to help with your situation.
- Promptly provide you with a courtesy e-mail, letter, or other correspondence acknowledging receipt of your submitted inquiry or concern.
- Research the underlying facts of the inquiry or status of your H-2A application