



Thank you for contacting the Department of Labor.

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OMB Control Number 1225-0088

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Paperwork Reduction Act Notice: The Paperwork Reduction Act of 1995 provides that no person is required to respond to a Federal collection of information unless it displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 3 minutes/hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Responding to this survey is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of the Chief Information Officer, Attention: Departmental Clearance Officer, 200 Constitution Avenue, N.W., Room N-1301, Washington, DC 20210 or email DOL_PRA_PUBLIC@dol.gov and reference the OMB Control Number 1225-0088. Note: Please do not return the completed survey to this address.

1. How would you rate the level of service you received during your recent interaction with DOL? *

- Please Select --
- Outstanding
- Very Good
- Average
- Unsatisfactory

2. If you chose the above rating, why you chose the above rating. *

2. Please let us know why you chose the above rating. *

3. Prior to submitting an inquiry to DOL, did you review the Frequently Asked Questions (FAQs) on the DOL Website? *

- Please Select --
- Yes. I reviewed the FAQs, but my question was not addressed at all.
- Yes, I reviewed the FAQs, but I had more questions that were not answered.
- No, I did not review the FAQs. I submitted an inquiry instead.
- No, I did not review the FAQs. I did not search the website.
- No, I did not review the FAQs. I could not find relevant information on the website.

Based on the following

Based on your recent interaction with DOL, please rate the degree to which you agree with the following statements.

4. It was easy to get in contact with a person who could help me. *

-- Please Select --
-- Please Select --
Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree

5. The information provided by DOL sufficiently met the needs of my request. *

5. The information provided by DOL sufficiently met the needs of my request. *

-- Please Select --
-- Please Select --
Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree

6. My inquiry was addressed properly. *

6. My inquiry was addressed properly. *

-- Please Select --
-- Please Select --
Strongly agree
Somewhat agree
Somewhat disagree
Strongly disagree

7. What is your preferred method of contact when reaching out to DOL? *

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-- Please Select --
-- Please Select --
Email
Web
Telephone
In-person
Fax
Other

8. If you select "Other" as your preferred method of contact, please elaborate.

8. If you selected "other" as your preferred method of contact, please elaborate.

9. If you have any additional comments about your experience, please share them below.

Submit