

City: _____	State: _____	Date: _____
<p>U.S. DEPARTMENT OF JUSTICE  COMMUNITY RELATIONS SERVICE (CRS)  <b>CUSTOMER SATISFACTION SURVEY</b></p> <p>Please use the scale below to rate your level of agreement with each of the following statements.</p> <p>5- Strongly Agree  4- Agree  3- Neither Agree nor Disagree  2- Disagree  1- Strongly Disagree</p> <p>Circle the appropriate number for each question or write your responses in the space provided. Should you need more space, please use the back of the survey.</p>		
1) CRS services improved communication between parties.	<b>1 2 3 4 5</b>	
2) CRS services improved problem-solving between parties.	<b>1 2 3 4 5</b>	
3) CRS brought parties together to identify issues and resolutions collectively.	<b>1 2 3 4 5</b>	
4) CRS services will enable parties to work together in the future.	<b>1 2 3 4 5</b>	
5) CRS' assistance reduced community tension.	<b>1 2 3 4 5</b>	
6) CRS services and processes were clearly explained to me.	<b>1 2 3 4 5</b>	
7) CRS provided services promptly.	<b>1 2 3 4 5</b>	
8) CRS assisted my community in a professional manner	<b>1 2 3 4 5</b>	
9) CRS services were provided in a neutral and impartial manner.	<b>1 2 3 4 5</b>	
10) I found CRS services helpful and effective.	<b>1 2 3 4 5</b>	
11) I would recommend CRS services to someone else.	<b>1 2 3 4 5</b>	
<p>12) If you could improve CRS services in any way, what would it be?</p> <p>.....</p> <p>.....</p> <p>.....</p>		
<p>If you would like to speak to someone in more detail about your experience with CRS services, please contact the Washington, DC, Headquarters office at phone telephone (202) 305-2935.</p>		

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