

CDRH Customer Service Survey

Excellent customer service is important to us. Thank you for providing feedback about the service you received. It should take less than three minutes to complete the survey. Your response is anonymous and will be used to improve CDRH Customer Service.

The CDRH customer service survey does not replace existing formal complaint mechanisms and is not intended to measure satisfaction with CDRH regulatory decisions. Your participation/nonparticipation is completely voluntary, and your responses will not influence your eligibility in receiving any FDA services.

1. I am satisfied/Dissatisfied with the Customer Service I recently received.

Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. During my most recent interaction, CDRH...

Factors	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	N/A
Responded within 2 business days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Actively Listened	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treated me with courtesy and respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicated clearly and concisely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Addressed my problem/question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided a clear process to follow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Posed at least one viable solution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explained the rationale for their response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Set reasonable expectations for follow-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Followed through within expected time frame	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please provide any additional information that would help us understand your overall satisfaction rating and improve our services.

4. Which Office(s) did you interact with at CDRH? (Question used with web access only)

- OCD – Office of the Center Director
- OCE - Office of Communication and Education
- OM - Office of Management
- OP-Office of Policy
- OPEQ - Office of Product Evaluation and Quality (formerly OC, ODE, OIR, and OSB)
- OSEL - Office of Science and Engineering Laboratories
- OST-Office of Strategic Partnership and Technology Innovation
- I don't know

5. Please help us understand who you are by checking the box that applies to you.

- Patient/ Consumer/ Caregiver
- Health Care Provider/ Health Professional Organization
- Industry/ Industry Consultants/ Industry Trade Associations
- Academia
- Food and Drug Administration (FDA)
- Other Federal Agency
- Non-U.S. Regulator

6. What FDA Center or Office are you part of?

- Office of the Commissioner
- CBER
- CDER
- CDRH
- CFSAN
- CTP
- CVM
- ORA

7. Which CDRH Office are you part of?

- OPEQ - Office of Product Evaluation and Quality
- OCD – Office of the Center Director
- OST-Office of Strategic Partnership and Technology Innovation
- OP-Office of Policy
- OM - Office of Management
- OCE - Office of Communication and Education
- OSEL - Office of Science and Engineering Laboratories

8. Your feedback is important to us. If you want to speak with CDRH about your feedback, contact the CDRH Quality Management and Organizational Excellence Program at CDRHCustomerService@fda.hhs.gov.