At USDA Rural Development, we strive to provide our customers with the best service possible. To maintain this high level of satisfaction, we would appreciate your comments on the service you receive from the staff at USDA Rural Development in the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Please take a few moments to complete this questionnaire and return it to our Internal Compliance Division by email to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or mail your response to USDA Rural Development ATTN: \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Your responses will provide Rural Development with the information needed to improve our program delivery.

If any of your responses are “Poor” or “Fair”, provide an explanation in the Comments section. Thank you!

1. **How would you rate the Rural Development staff?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Poor** | **Fair** | **Good** | **Excellent** |
| **Prompt** |  |  |  |  |
| **Friendly** |  |  |  |  |
| **Knowledgeable** |  |  |  |  |

1. **How would you rate the quality of Rural Development’s response to your inquiries?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Poor** | **Fair** | **Good** | **Excellent** |
| **Clear** |  |  |  |  |
| **Accurate** |  |  |  |  |
| **Consistent** |  |  |  |  |

1. **How would you rate the response time to your inquiry?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Poor** | **Fair** | **Good** | **Excellent** |
| **Timeliness** |  |  |  |  |

1. **How would you rate the Rural Development process?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Poor** | **Fair** | **Good** | **Excellent** |
| **Information was easy to obtain** |  |  |  |  |
| **Forms are easy to use** |  |  |  |  |
| **Concerns were resolved** |  |  |  |  |

1. **Comments:**

OPTIONAL INFORMATION

NAME/ORGANIZATION:

MAILING ADDRESS:

TELEPHONE NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_