



Customer Service Questionnaire

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				

2. How would you rate the quality of Rural Development's response to your inquiries?

	Poor	Fair	Good	Excellent
Clear				
Accurate				
Consistent				

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

	Poor	Fair	Good	Excellent
Timeliness				

4. 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				

5. Comments:

OPTIONAL INFORMATION

NAME/ORGANIZATION: _____

MAILING ADDRESS: _____

TELEPHONE NUMBER: _____

EMAIL ADDRESS: _____

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

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