

ATHENS COUNTY JOB & FAMILY SERVICES COMMENT CARD

**We want to be sure our services are customer-focused and provided in a caring and professional manner.
We appreciate your comments and suggestions.**

Date of your visit? _____

Which office location did you visit? N. Lancaster St. Rt. 13 Other (what location?) _____

Did you have a scheduled appointment today?

If YES:

What time was your appointment? _____ Were you seen on time? Yes No - how late was your appt? _____

If NO:

How long was your wait in the waiting room? _____

How were you treated by the receptionist? Excellent Above Average Average Below Average Poor

How were you treated by the caseworker? Excellent Above Average Average Below Average Poor

How were you treated by any other employees? Excellent Above Average Average Below Average Poor
Who? _____

Was there anything we were not able to help you with? Yes No

If Yes, what type of issue(s) were we unable to help with? _____

Were you referred to another agency or community resource? Yes No

If you have contacted us by phone, how was our service? Excellent Above Average Average Below Average Poor

Any specific comments about our customer service by phone? _____

Is there an employee that you feel deserves recognition for being helpful, professional or for other good customer service?

Who? _____ Why? _____

Anything else you would like us to know? Any comments or suggestions?

If you would like someone to contact you about your comments, how may we reach you?

Name _____

Address _____

City _____ Zip Code _____

Phone _____ Email _____

You may also contact our customer service Ombudsman to discuss your concerns or questions.

Call: 797-1405 or 1-877-351-0405 and ask for the Ombudsman.

Your completed card may be placed in the lobby suggestion box. Thank You!