



Development & Engineering

# Customer Service Feedback Form

Describe the nature of your business. \_\_\_\_\_

How did you contact us? \_\_\_\_\_ Phone \_\_\_\_\_ Mail  
\_\_\_\_\_ Email \_\_\_\_\_ Online form

Which division did you contact? \_\_\_\_\_ other  
\_\_\_\_\_ Building \_\_\_\_\_ Engineering  
\_\_\_\_\_ Code \_\_\_\_\_ Planning

## Our Response

Were you able to successfully conclude your call or visit? \_\_\_\_\_ Yes \_\_\_\_\_ No

Was our service timely and efficient? \_\_\_\_\_ Yes \_\_\_\_\_ No

## Was our response...

	Needs Improvement	Acceptable	Above Average	Outstanding
Courteous	_____	_____	_____	_____
Knowledgeable	_____	_____	_____	_____
Helpful	_____	_____	_____	_____
Responsive	_____	_____	_____	_____
Overall	_____	_____	_____	_____

## Comments

Any suggestions on how we can better serve you in the future? \_\_\_\_\_

Any particular employees that were especially helpful?  
\_\_\_\_\_

Anything else we should know about your contact with us? \_\_\_\_\_

Would you like a follow up phone call? \_\_\_\_\_ Yes \_\_\_\_\_ No

Your Name \_\_\_\_\_

Your Address \_\_\_\_\_

Your Phone Number \_\_\_\_\_

Your Email Address \_\_\_\_\_

Email completed form to [tcopp@avondaleaz.gov](mailto:tcopp@avondaleaz.gov)