

Customer Satisfaction Survey



**City of Cottonwood
Community Development**
111 N. Main St.
Cottonwood, AZ 86326
Phone: 928.634.5505 Fax: 928.639.4254

To help us provide better service, we would like your comments regarding our performance.
Please take a moment to fill out this survey and let us know how we are doing.

Date:		Time:		Who Assisted You:	
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Staff was available to assist me:

Strongly Agree Agree Disagree Strongly Disagree

Staff was helpful, courteous and professional:

Strongly Agree Agree Disagree Strongly Disagree

Staff provided clear, concise and accurate information:

Strongly Agree Agree Disagree Strongly Disagree

Staff responded to my needs in a timely manner:

Strongly Agree Agree Disagree Strongly Disagree

Staff kept me informed of progress and resolved problems clearly and promptly:

Strongly Agree Agree Disagree Strongly Disagree

Overall service was:

Excellent Good Fair Poor

Comments:

Please explain why you rated us as you did and any suggestions as to how we might improve.

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Your Name:	
Address:	
Phone:	

May we contact you to follow up? Yes No

Please leave your completed survey at the front counter or mail to the address above or fax to: 928.639.4254.
Thank you for your time – we appreciate your feedback!