



## CUSTOMER OR COMPANION FEEDBACK FORM

The Department of Children and Families is committed to providing excellent customer service. We value your opinion and request that you complete this short survey to assist us in evaluating and improving our services. While you are not required to respond, we thank you in advance for completing this survey. You may remain anonymous, unless you wish to be contacted. When the form is completed, please mail it to: Department of Children and Families, Office of Civil Rights, 1317 Winewood Boulevard, Building 1, Room 110, Tallahassee, Florida 32399-0700. If you need assistance completing this form, please contact the Office of Civil Rights at (850) 487-1901 or TDD (850) 922-9220.

Program Area: \_\_\_\_\_

Location: \_\_\_\_\_

### Department of Children and Families Survey

*Your feedback is very important to us. We would greatly appreciate you taking a few minutes to complete this brief survey.*

1. Were you offered any services to help you communicate?  Yes  No
2. Did you ask for any services to help you communicate?  Yes  No
3. If yes, what services to help you communicate did you receive? \_\_\_\_\_
4. Did you receive the services to help you communicate you asked for?  Yes  No
5. Did you understand completely?  Yes  No
6. Were you denied any services to help you communicate?  Yes  No
7. Were you satisfied with the services to help you communicate?  Yes  No
8. If not, why? \_\_\_\_\_  
\_\_\_\_\_
9. Did you know that these services to help you communicate were at no cost?  Yes  No
10. Did staff treat you with respect?  Yes  No

Can we contact you? Phone number or email: \_\_\_\_\_

#### THANK YOU!

Comments:

**Please complete and return to: Office of Civil Rights  
1317 Winewood Boulevard  
Building 1, Room 110  
Tallahassee, Florida 32399**