

UNITED STATES DISTRICT COURT
EASTERN DISTRICT OF TENNESSEE

CUSTOMER SERVICE SURVEY

The Clerk’s Office of the United States District Court is conducting this survey to assess the quality of service that the Operations Staff (*DEPUTY CLERKS*) provides to you, our customer. The results of this survey will play a major role in our ongoing commitment to provide you with the highest level of customer service. We would appreciate your taking a few minutes to complete this survey and return it to the Clerk’s Office by mail or by depositing it in the designated box in the public area. Since we are looking for feedback from all types of users, we encourage you to make additional copies of the survey and distribute them to others in your office who have contact with the U.S. District Court Clerk’s Office.

Please check the following category that best describes you, as a customer:

Attorney Courier Paralegal Legal Secretary Pro Se Litigant Other: _____

For each of the following categories, please circle the number on the scale that best represents your level of satisfaction with the service provided by the intake staff of the U.S. District Court Clerk’s Office.

INTAKE/COUNTER SERVICE

	Very Satisfied	Satisfied	Dissatisfied*	No Opinion
Professional Courtesy	1	2	3	4
Knowledge	1	2	3	4
Helpfulness	1	2	3	4
Efficiency, Accuracy, Timeliness	1	2	3	4
Accessibility				
a) to Staff	1	2	3	4
b) to Information	1	2	3	4
c) to Files	1	2	3	4
Responsiveness				
a) Waiting in line at Intake	1	2	3	4
c) Acknowledgment While Waiting	1	2	3	4
b) Returning Phone Calls	1	2	3	4

*Please explain below if you rated any of the above categories “dissatisfied.” A detailed explanation will help us to improve our service.

How often do you visit the court? _____

Which deputy/employee assisted you and overall, how would you rate that individual? _____

Comments: _____

If you wish to be contacted for a follow-up to your comments and/or ratings, please include your name and telephone number: _____