

FORM/ADM/004/-1

**OFFICE OF THE DEPUTY VICE-CHANCELLOR (ADMINISTRATION, FINANCE AND PLANNING)**

**CUSTOMER SERVICE FEEDBACK**

This questionnaire is intended to improve our service delivery. Kindly answer the following questions.

1. Name the service you were seeking\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Please tick one of the following regarding how you relate to this institution.

Staff Current Student

Former Student Parent/Guardian

Others: Specify………………………………………………………………………………………

1. If student in no. 2 above, indicate School:…………………………………………………………
2. In which Office/Offices were you served?........................................................................................
3. Indicate how long it took to be served……………………………………………………………
4. How do you rate our staff in regard to:

Very Good Good Fair Unsatisfactory

Attitude

Courtesy

Professionalism

1. To what extent are you satisfied with our services?

Not satisfied at all Satisfied

Fairly satisfied Extremely Satisfied

1. Please specify your complaint/compliment if any

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

1. Please indicate your contact below for purposes of feedback (optional)

Name…………………………………………………………Tel. No…………………………………..

Date………………………….Box No……………………Email………………………………………..

\*\*\*Thank you for your co-operation. Please drop this questionnaire in the suggestion box.

***Rongo University is ISO 9001:2015 Certified*** 