FEEDBACK FORM

To ensure that our service is in line with your standards, we would appreciate if you could complete and return this questionnaire.

1. Did you find this charter easy to understand?
   Y N

2. Did you find the Charter useful?
   Y N

3. Are the service standards appropriate to your needs?
   Y N

4. Do you think that the Service Stds are:
   Too Low About right Too High

5. Is there anything you could suggest to improve our services to you?
   _____

6. If you have recently dealt with MOF, then…..

7. Were you happy with the way your query was handled?
   Y N

8. Comments:

9. Were you satisfied with the Service you received?
   Y N

10. Would you like us to contact you to discuss this further? If yes, please provide contact details: