**Appendix K: Agency Compliance with Customer Service Questionnaire**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**Agency Full Name**

**(Agency Code)**

1) Has your agency developed and adopted customer service standards? Please write “Yes” or “No.”

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

2) If the response to question 1 is “Yes,” please:

1. Identify the standards below or attach a list.
2. State when these standards were adopted.
3. Describe how success of implementation of the standards is monitored.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

3) If the response to question 1 is “No,” please use the space below to detail why no standards have been adopted and any plans that the agency may have with respect to developing standards in the future.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  |  |  |  |  |