



### Customer Service Questionnaire

Our VEC is committed to providing a high standard of customer service and we would appreciate if you could take a few moments to complete this questionnaire and return it to us.

The standards of Customer Service for our VEC are outlined in our Customer Charter and Customer Service Plan which are located at reception and also available on our website [www.meathvec.ie](http://www.meathvec.ie)

We commit to:

- Examine** all feedback
- Act** where possible on suggestions
- Deal** with any complaints
- Collate** all feedback and **publish** a summary in our annual report

#### Please rate our service performance in the following areas:

5-Excellent 4-Very Good 3-Good 2-Fair 1-Unsatisfactory

Availability of assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Information delivered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Service delivered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were staff friendly and courteous?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was your query dealt with in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were the building and facilities clean and well maintained?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you have a disability/special need, were our services and information accessible to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Any further comments on the service you received or suggestions to improve the delivery of our services are greatly appreciated:**

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### Customer Service Representative

If you would like to make any additional comments or make a formal complaint or if you have any query about our services please contact our Customer Service Representative:

Name: Lorraine Peyton,  
 Address: County Meath VEC, Abbey Road, Navan, Co. Meath.  
 Email: [lorraine.peyton@meathvec.ie](mailto:lorraine.peyton@meathvec.ie)  
 Phone: 046-9068201  
 Fax : 046-9029821

**How did you make contact with our VEC? Date:** \_\_\_\_\_

Called to office	<input type="checkbox"/>
Letter	<input type="checkbox"/>
Telephone	<input type="checkbox"/>
Email	<input type="checkbox"/>

Other (please specify) \_\_\_\_\_

**Section/office which provided the service to you:**

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**Do you find our opening hours customer-friendly?** \_\_\_\_\_

If you answered "no", please suggest how we can improve them:

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#### How did you hear about the services of our VEC?

Newspaper (name) \_\_\_\_\_  
 Referred from school (name) \_\_\_\_\_  
 Referred from other organisation (eg: FAS) \_\_\_\_\_  
 Referred from Adult Education Centre \_\_\_\_\_  
 Word of mouth \_\_\_\_\_ Radio \_\_\_\_\_ Leaflet \_\_\_\_\_  
 Other (please specify) \_\_\_\_\_

#### Contact Information (optional)

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_  
 Email: \_\_\_\_\_



**County Meath VEC, Abbey Road, Navan, Co. Meath.**

