

Customer Comment Card

We need your help.....

Providing a quality service
means getting the
obvious thing right



Your views and suggestions can help us achieve higher standards of service

The Department of Agriculture and Food is committed to providing the highest quality service to you, the customer.

In order to achieve this, we need your help.

If you have any comments, **positive or negative**, about the service you have received, or have a view on how services could be improved, we would like to hear from you.

Please use this **Customer Comment Card** to forward remarks and suggestions on any aspect of our service.

1. Following your most recent contact with this Department, how satisfied were you with the treatment you received?

Very satisfied Satisfied
Not satisfied Very dissatisfied

2. In what connection did you contact the Department?

Animal Health & Welfare Single Payment
(e.g. ERAD, BSE) Plant Health
Public Health/Food Safety Disadvantaged
Animal Production Areas Scheme
Crop Production REPS
Early Retirement CMMS
Afforestation Grant & On-Farm Investment
Premia Schemes (e.g. CFP, Dairy Hygiene etc.)
Other(Please specify)

3. Method used to access information

Local Office Publications
Aertel Internet

4. Do you have any comments, complaints or suggestions?

COMMENTS

5. Do you think information on services provided by the Department is

Easy to obtain Yes No
Easy to understand Yes No

6. Are you aware that the Department has a formal Customer Complaints Procedure?

Yes No

7. In which office of the Department did you obtain this card ?

If you would like to receive a reply, please supply address and tick here

Cárta Luachála Custaiméara

Teastaíonn do chúnamh uainn.....

Chun seirbhís den scoth a chur ar fáil, caithfear an rud is suntasaí a dhéanamh i gceart



Cuideoidh do thuairimí agus moltaí linn cai ghdeáin seirbhíse níos airde a bhaint amach

Tá an Roinn Talmhaíochta agus Bia tiomanta an tseirbhís is fearr a chur ar fáil duitse, an custaiméir.

Chun an sprioc seo a bhaint amach, tá do chuid chúnamh ag teastáil uainn.

Má tá aon rud le rá agat, **bíodh sé dearfach nó diúltach**, faoin tseirbhís a fuair tú, nó má tá tuairim agat faoin gcaoi a bhféadfadh muid ár seirbhísí a fheabhsú, ba mhaith linn cloisteáil uait.

Bain úsáid as an gCárta Luachála Custaiméara seo le do thoil chun aon tuairim nó moladh faoi ghné ar bith dár seirbhís a chur ar aghaidh chugainn.

1. Tar éis an teagmháil is déanaí a bhí agat leis an Roinn seo, cé chomh sásta a bhí tú leis an mbealach ar caitheadh leat?

An-sásta	<input type="checkbox"/>	Sásta	<input type="checkbox"/>
Míshásta	<input type="checkbox"/>	An-mhíshásta	<input type="checkbox"/>

2. Cé leis ar bhain do theagmháil leis an Roinn?

Sláinte & Leas Ainmhithe (mar shampla ERAD, BSE)	<input type="checkbox"/>	Íocaíocht Shingil	<input type="checkbox"/>
Sláinte Poiblí/Sábháilteacht Bia	<input type="checkbox"/>	Sláinte Plandaí	<input type="checkbox"/>
Táirgeadh Ainmhithe	<input type="checkbox"/>	Scéim na gCceantar	<input type="checkbox"/>
Táirgeadh Barraí	<input type="checkbox"/>	Faoi Mhíbhuntáiste	<input type="checkbox"/>
Luathscoir	<input type="checkbox"/>	REPS	<input type="checkbox"/>
Deontas Coillteoireachta & Scéimeanna Préimhe	<input type="checkbox"/>	CMMS	<input type="checkbox"/>
Eile (Tabhair sonraí, le do thoil)	<input type="checkbox"/>	Infheistíocht Ar-Fheirme (mar shampla, CFP, Sláinteachas Déiríochta srl.)	<input type="checkbox"/>

3. Modh a úsáideadh chun teacht ar eolas

Oifig Áitiúil	<input type="checkbox"/>	Foilseacháin	<input type="checkbox"/>
Aertel	<input type="checkbox"/>	Idirlíon	<input type="checkbox"/>

4. An bhfuil aon tuairimí, gearáin nó moltaí agat?

TUAIRIMÍ

5. An gceapann tú go bhfuil an t-eolas faoi sheirbhísí atá á gcur ar fáil ag an Roinn

Éasca le fáil	Ceapaim	<input type="checkbox"/>	Ní cheapaim	<input type="checkbox"/>
Éasca le tuisint	Ceapaim	<input type="checkbox"/>	Ní cheapaim	<input type="checkbox"/>

6. An bhfuil fhios agat go bhfuil nós imeachta foirmeálta ag an Roinn le haghaidh Gearáin Chustaiméara?

Tá fhios Níl fhios

7. Cé acu d'oifigí na Roinne ina bhfuair tú an cárta seo?

Má tá freagra ag teastáil uait, tabhair do sheoladh dúinn agus cur marc sa bhosca seo