

Customer Feedback Form



We welcome your views on the assistance we provide. We use your feedback to identify areas we need to improve.
If you have more comments or suggestions please e mail Feedback.Consular.Services@fco.gov.uk.

Your feedback is important to us.

What service did you need?

- Legalisation/Notarial
- Lost or stolen passport
- Apply for/Renew a passport
- Other

If other, please specify:

Overall, what did you think about the service provided by our staff?

- Very Good
- Good
- Satisfactory
- Unsatisfactory

Comments:

How long did you wait to be seen by a member of staff?

- Seen immediately
- Under 10 minutes
- Under half an hour
- More than half an hour

Comments:

How useful did you find the information provided in the waiting area?

- Very useful
- Useful
- Adequate
- Not very useful

Comments:

How did you find the knowledge and helpfulness of the staff?

- Very Good
- Good
- Satisfactory
- Unsatisfactory

Comments:

TELEPHONE SERVICES

How satisfied were you with how your telephone call was dealt with?

- Not applicable
- Very satisfied
- Satisfied
- Adequate
- Dissatisfied

Comments:

How would you rate the ability of our Staff to answer your question?

- Not applicable
- Very Good
- Good
- Satisfactory
- Unsatisfactory

Comments:

Where did you hear about our support and services? (please tick appropriate box or boxes)

In Country In United Kingdom Media Police Hotel, tour operator, etc Other

If other, please specify:

If you have seen the consular section of the Embassy/High Commission website, how would you rate the information available?

Very Good Good Satisfactory Unsatisfactory Poor Not applicable

Comments:

If you needed help when the office was closed, how would you rate the help you received?

Very Good Good Satisfactory Unsatisfactory Poor Not applicable

Comments:

Staff Recognition

If you're particularly pleased with one or more members of our team, please let us know so that we can highlight them as examples of delivering good service.

Name of staff member and what was so special about what they did for you?

ABOUT YOU

This section is to help us know a little bit more, and once completed will help us to ensure that the assistance we provide is as accessible as possible to all those who we assist regardless of gender, race, age, colour, sexuality or disability. **The answers do not form part of the main survey, and you do not have to answer any of these questions.**

The next set of questions is voluntary and completion is entirely at your own discretion.

Comment [d1]: Think you could probably pick 1 of these sentences. They pretty much say the same thing. I think we're saying that it's voluntary in 3 different ways!

What is your gender?

Male Female Prefer not to say

What ethnic group do you consider you belong to (listed alphabetically)?

State specific group if you wish:

Asian _____ Middle Eastern _____
 Black _____ Mixed _____
 Chinese _____ White _____
 Prefer not to say

Do you consider yourself to have a disability?

Yes No Prefer not to say