

agriculture & rural development

Department:
Agriculture & Rural Development
PROVINCE OF KWAZULU-NATAL
ALLERTON P.V.L
CLIENT CARE

**EDITION 07** 

## **SERVICE EVALUATION QUESTIONAIRE**

As we strive to improve the quality of our services, we would appreciate a few moments of your time to complete the questionnaire. All information supplied will be treated as confidential.

How satisfied are you with the following? Please indicate with a 'X' in the applicable square. Where: 1 = Very Poor 2 = Poor 3 = Satisfactory 4 = Good 5 = Excellent

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Clarity of the laboratory submission form							
Range of laboratory tests offered							
Test turnaround time							
Clarity of the test report							
Affordability of our services							
Friendliness of our staff							
Professionalism of our staff							
Ease in contacting the laboratory							
Overall, how would you rate the laboratory's service?							
General comments/suggestions for improvement:							
OPTIONAL:							
Name / Organisation							
Email address							
Date							

Thank you for completing the questionnaire and for your feedback.

Prepared by:	Approved by:	Authorisation date:	Controlled Copy
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