COUNTY OF HUMBOLDT
PLANNING AND BUILDING DEPARTMENT

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Tel: (707) 445-7245

Customer Feedback Form

The Community Development Services Department values and encourages customer feedback. Our best measure of your satisfaction is when we hear from you. Whether you have a compliment or a complaint, your input helps identify our strengths and weaknesses and ensures we continue to provide a successful and satisfying customer experience.

This form is part of the Department's customer feedback system. The customer feedback system is a process Community Development Services uses to track and respond to the concerns of our customers. Throughout the permit process we want to know how we are doing through your eyes. We need to know your expectations and if we are meeting them. Community Development Services values and encourages all types of feedback. Compliments, complaints, and process improvement suggestions are all appreciated and taken seriously. Once your feedback is received, it is logged by the Director's Office and assigned to a customer feedback team member. A Supervising Planner or the Development Assistance Manager are assigned to evaluate, investigate and respond to feedback. The feedback log is routinely analyzed for trends or patterns to determine if policy or process changes or staff training is needed. In some instances, customer feedback is used in the employee performance evaluation process.

Thank you for taking the time to provide your comments.

Today's Date:_____

Contact Information: (optional)

Name: _____ **Phone:**_____

Address: _____ **E-mail:**_____

_____

Parcel Number: (optional) _____

Description of feedback:

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(Please use reverse side if more space is needed)