**KEFRI/F/CAQA/01**



**KENYA FORESTRY RESEARCH INSTITUTE**

**CUSTOMER FEEDBACK FORM**

Thank you for visiting Kenya Forestry Research Institute! We value all our customers and strive to meet everyone’s needs. To help us serve you better in future please fill this form and return it to the gate upon exit:

Date: Service Point Visited: \_

Were you satisfied with the service provided?

|  |  |  |
| --- | --- | --- |
| Yes  Yes | No | Somewhat |

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_

Did you experience any problems accessing our goods/services?

|  |  |  |
| --- | --- | --- |
| Yes | No | Somewhat |

Comments:

How would you rate your satisfaction with the following aspects of the services you have received or accessed?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Very satisfied | Satisfied | Unsatisfied | Very unsatisfied |
| Quality of services provided |  |  |  |  |
| Professionalism and courtesy of staff |  |  |  |  |
| Timeliness of services provided |  |  |  |  |
| Your awareness of this service |  |  |  |  |

Do you have any complaints/compliments or suggestions?

Contact information: Tel: +254 724259781/2, email: [director@kefri.org](mailto:director@kefri.org), website: [www.kefri.org](http://www.kefri.org)