



# Grafton Massachusetts Customer Survey

Please help us serve you better by taking a few minutes to complete our customer experience survey for Municipal Services.

**Department /Office/ Web Page I visited:**

- Assessors
- DPW/Engineering
- School
- Town Web Site
- Building
- Health
- Sewer
- Treasurer / Collector
- Conservation
- Planning
- Town Administrator
- Veteran's Services
- Council on Aging
- Recreation
- Town Clerk
- Zoning Board of Appeals

**Board / Commission:** \_\_\_\_\_

**What was the nature of your visit?** \_\_\_\_\_

**Rate the following questions 1-5 and add comments if you wish.**

- 1 = Best experience – exactly what I expected
- 2 = Good experience – helpful
- 3 = Average experience – room for improvement
- 4 = Below average – not what I expected
- 5 = Poor experience – services do not meet the customers need
- N/A = not applicable

- 1. I was able to locate where I needed to go quickly and easily. 1  2  3  4  5  N/A
- 2. The staff was polite and helpful. 1  2  3  4  5  N/A
- 3. I found the information I needed. 1  2  3  4  5  N/A
- 4. I felt welcome and comfortable asking questions. 1  2  3  4  5  N/A
- 5. Staff was available to spend time to help me. 1  2  3  4  5  N/A
- If staff or information was not available, an adequate substitution option was presented. 1  2  3  4  5  N/A
- 6. The time frame needed to complete my transaction was reasonable. 1  2  3  4  5  N/A
- 7. The permitting process time frame was clearly explained. 1  2  3  4  5  N/A
- 8. My overall experience was: 1  2  3  4  5  N/A

**Comments** (if you had a bad experience, what, in your opinion could have been done to remedy the situation):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Optional - Name** (please print): \_\_\_\_\_ **Date:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Phone** \_\_\_\_\_

Please place completed survey in the box provided in the lobby of the Municipal Center or you can mail it to the Board of Selectmen, Grafton Municipal Center, 30 Providence Road, Grafton, MA 01519.

You will be contacted with a response to your survey if contact information is provided.

*Thank you for taking the time to help us evaluate our service.*