



Dear Customer, the attention for quality has brought the Direzione Territoriale del Lavoro to consider very important to measure the customers satisfaction degree.

With this survey, we ask you to provide us your feedback on our services. We thank-you for your cooperation.

The informations acquired will help us to improve quality.

SPECIFY THE DUTY ATTENDED (inspector on duty, protocol, telephone operator, maternity office, ecc.):

[illegible]

	Excellent	Good	Suff.	Insuff.	Bad	Very bad
Have you received competent and adequate informations?	☐	☐	☐	☐	☐	☐
It results easy to you to speak with the competent office's staff?	☐	☐	☐	☐	☐	☐
How do you consider the precision and receptivity of the staff about your claim?	☐	☐	☐	☐	☐	☐
Does the staff respond cordially and in a comprehensive form?	☐	☐	☐	☐	☐	☐
Once you have exposed your matters, has your request been solved effectively and on time?	☐	☐	☐	☐	☐	☐
Which is your global judgment?	☐	☐	☐	☐	☐	☐

Comments and advices for an eventual improvement of our service (optional):

We inform you that this survey is anonymous to protect personal details, in compliance with D.lgs 196/03.

For explanations or doubts, you can direct to:

- Dr. **Silvia Lollini** (room n. 57 – 4° floor) – URP Customare care

Thank you for your help and your time!

**This survey must be left
in the appropriate
flagged box.**

