

Satisfaction Questionnaire on Complaints Processing of the Taipei City Government (TCG)

Dear citizens:

The main purpose of this questionnaire is to understand how well our staff responded to your complaints and whether your concerns or requests were addressed. Your feedback will help us make continuous improvements. Thank you for your participation.

1. Date of Complaints (yy/mm/dd): _____
Date of Response (yy/mm/dd): _____
Reference Number of Response(EX:北市交裁字第 00000000000 號): _____
Summary of Complaints: _____

2. In which way the complaint was filed?

☐ Letter ☐ Telephone ☐ Fax ☐ Internet ☐ In Person

3. This is the ____ time you filed complaints to the same office.

4. Were you satisfied with the response?

☐ Very Satisfied ☐ Satisfied ☐ Somewhat satisfied ☐ Unsatisfied (Please go to question 4-1)

☐ Very unsatisfied (Please go to question 4-1)

4-1 The reason(s) of dissatisfaction. (Check all that apply)

☐ The response wasn't explicit.

☐ The response was a standardized answer and was insincere.

☐ The response was inconsistent with the result of the action taken on your complaints.

☐ The interpretation of the cited regulations was incorrect.

☐ It took too much time to process your complaint.

☐ The TCG staff was impolite.

☐ The response did not answer your needs or requests.

☐ The staff was evasive on responsibilities.

☐ Others: (please explain) _____

Note: Please fold up the completed questionnaire and mail to the Research Development and Evaluation Commission of the Taipei City Government (Mailing address is on the other side of the questionnaire, no postage required); fax it to 02-27234201, or e-mail to wa-qnr@mail.taipei.gov.tw .

寄件人地址/Address:

姓名/Sender:

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| 廣告回信 |
| 臺灣北區郵政管理局登記證 |
| 北台字第九九一號 |

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Research Development and Evaluation Commission of Taipei City
Government