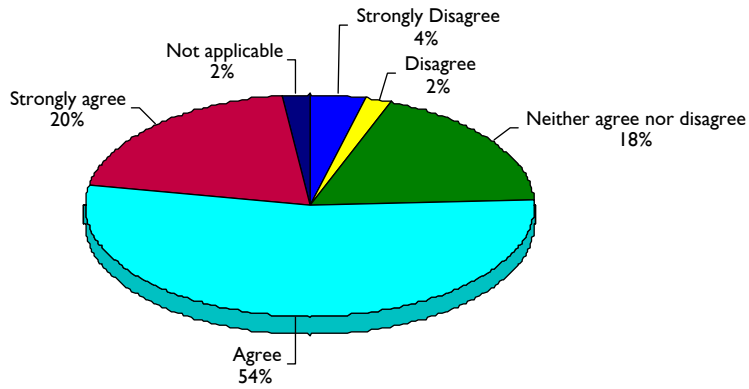


I find staff to be polite and courteous in my dealings with ORAC

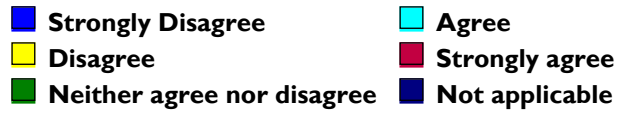
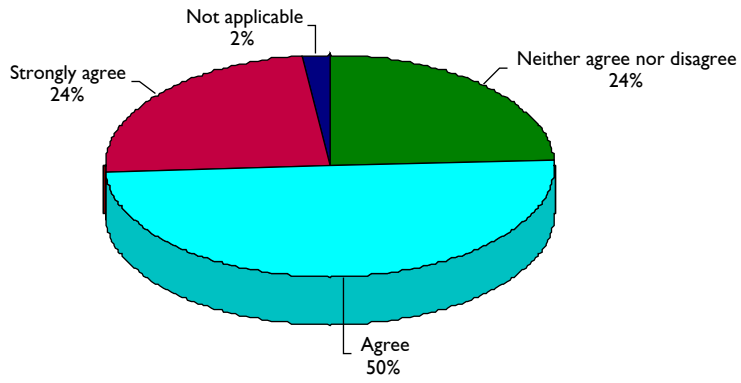
Question 1



- Strongly Disagree**
- Disagree**
- Neither agree nor disagree**
- Agree**
- Strongly agree**
- Not applicable**

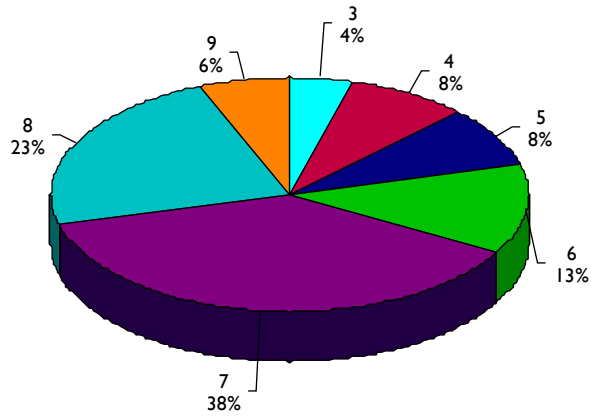
I find staff to be helpful in my dealings with ORAC

Question 2



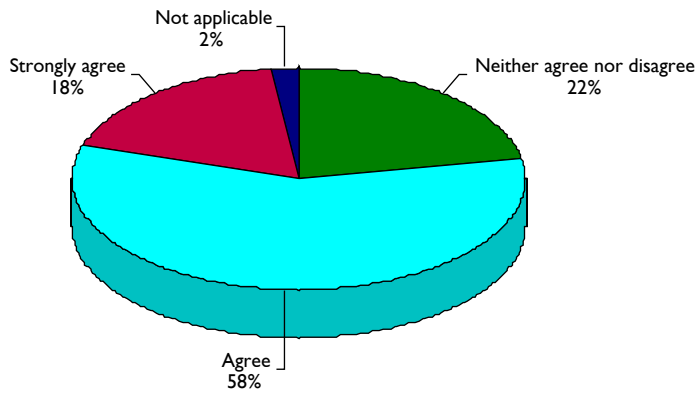
On the scale below (1 - Poor and 10 - excellent), please provide an overall assessment of your 'service delivery' experience when dealing with ORAC

Question 3



Phone, email and written communications are dealt with in a timely manner by personnel in ORAC

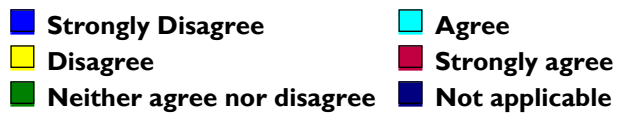
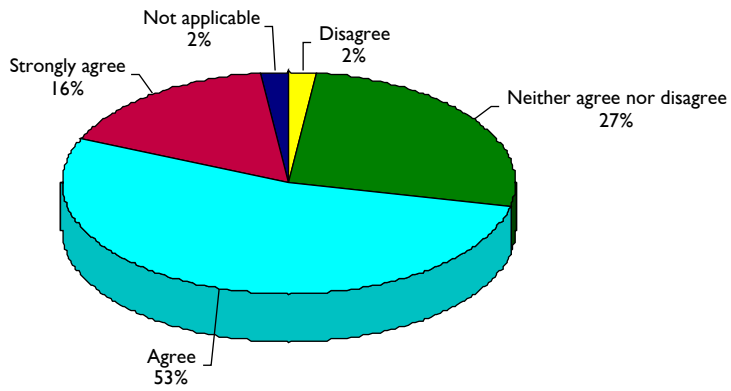
Question 4



- | | |
|----------------------------|----------------|
| Strongly Disagree | Agree |
| Disagree | Strongly agree |
| Neither agree nor disagree | Not applicable |

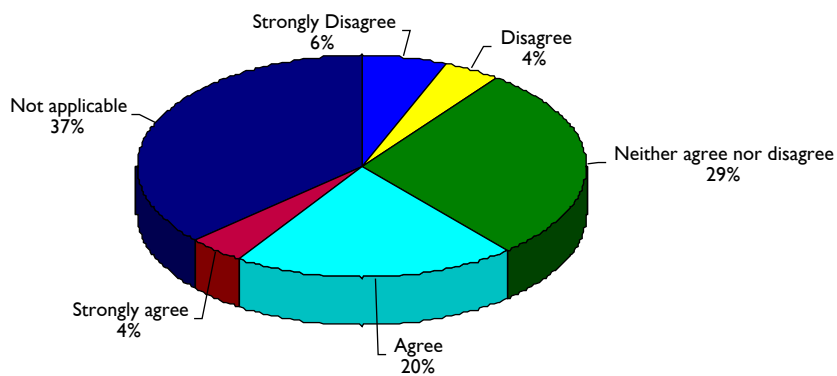
ORAC provides me with timely responses to requests for information.

Question 5



If my query does not relate to ORAC I am provided with the contact details of the relevant outside body (where possible).

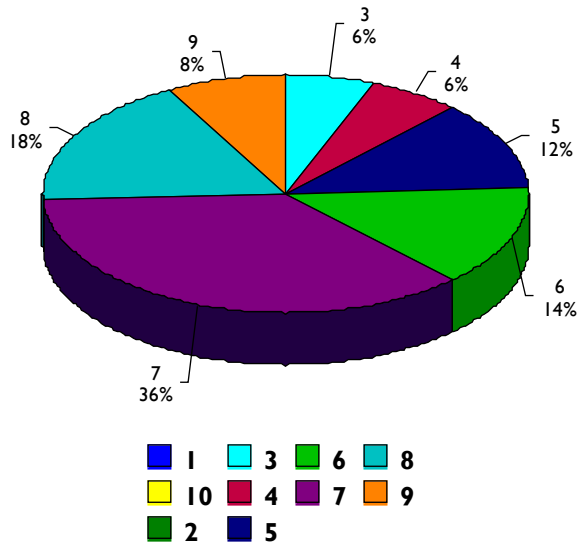
Question 6



- Strongly Disagree**
- Disagree**
- Neither agree nor disagree**
- Agree**
- Strongly agree**
- Not applicable**

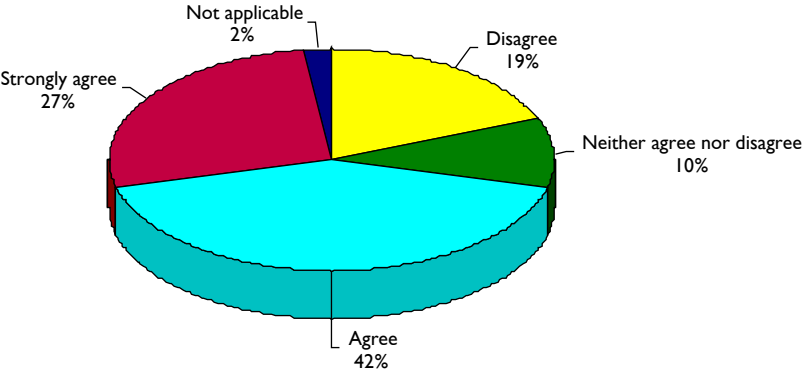
On the scale below, please provide an overall assessment of customer service experience in the specific area of 'responsiveness' when dealing with ORAC.

Question 7



I am aware of the identity of ORAC contact personnel who can assist me with my queries or requirements

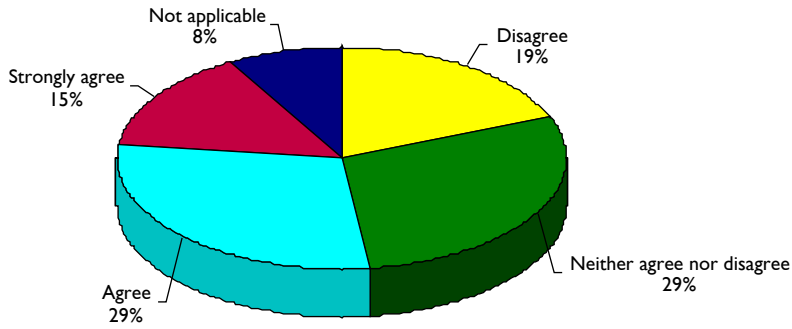
Question 8









- Strongly Disagree**
- Disagree**
- Neither agree nor disagree**
- Agree**
- Strongly agree**
- Not applicable**

If the contact person I am seeking in ORAC is out of the office, I am made aware of this by way of their out of office reply or phone answering service.

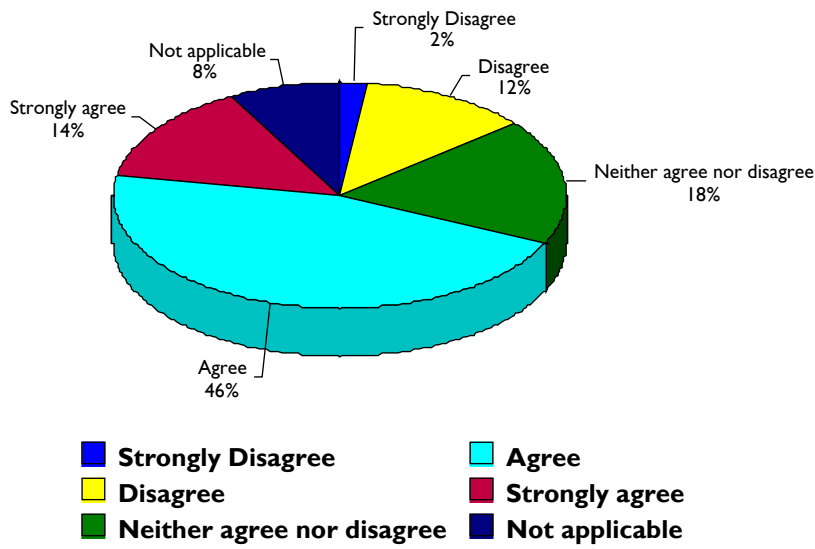
Question 9



- | | |
|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
|  Strongly Disagree |  Agree |
|  Disagree |  Strongly agree |
|  Neither agree nor disagree |  Not applicable |

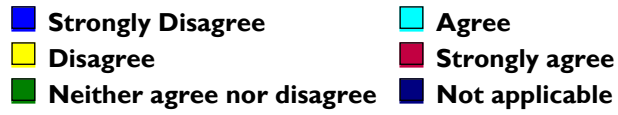
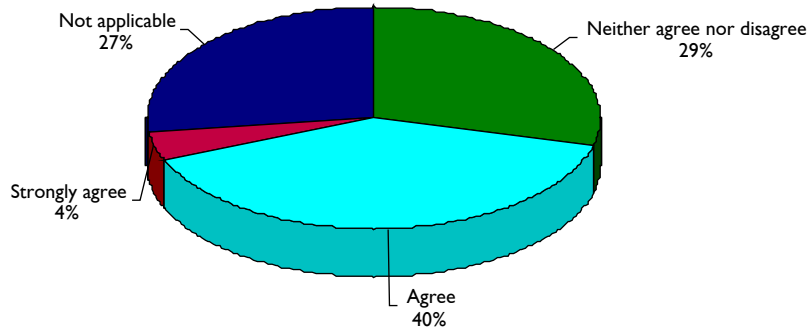
If contact personnel In ORAC are unable to answer my query I am redirected to the appropriate person in the organisation who is in a position to do so.

Question 10



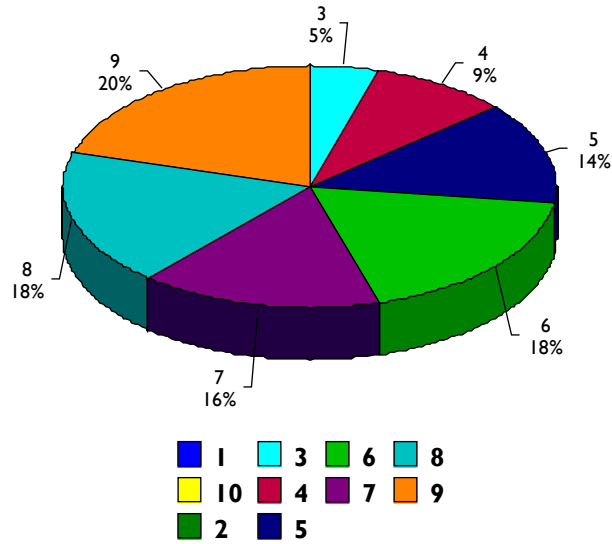
Information on ORAC's website is easy to find and up-to-date

Question 11



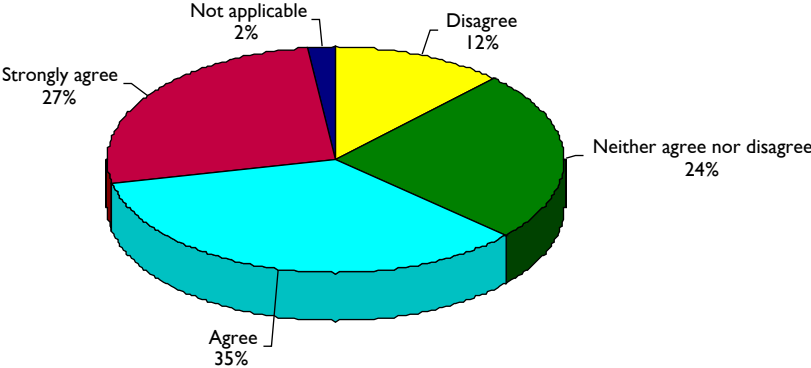
On the scale below, please provide an overall assessment of customer service experience in the area of 'accessibility' when dealing with ORAC.

Question 12



ORAC provides me with meaningful and accurate responses to requests for information

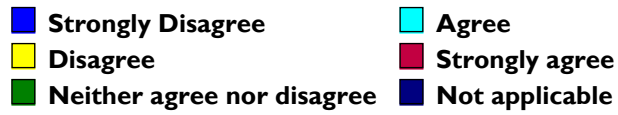
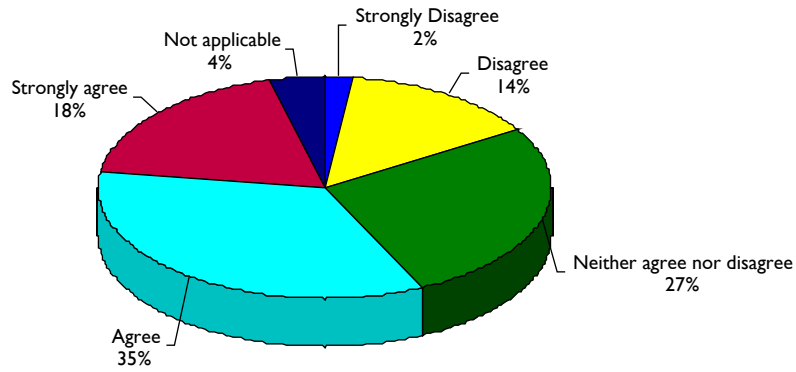
question 13



- Strongly Disagree**
- Disagree**
- Neither agree nor disagree**
- Agree**
- Strongly agree**
- Not applicable**

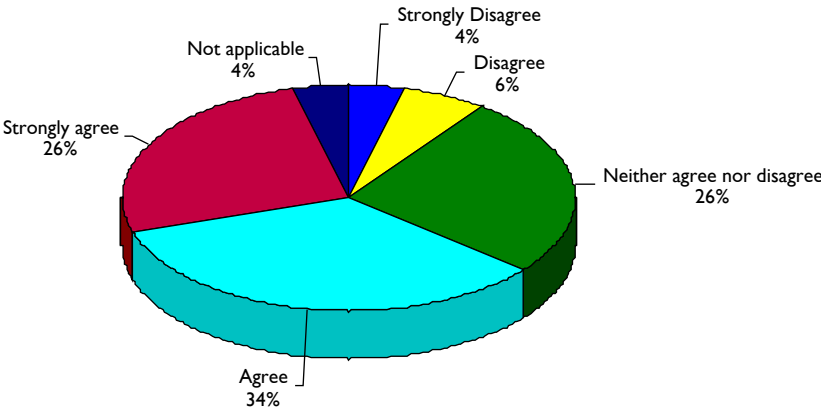
Personnel within ORAC are anxious to understand my issues/requirements

Question 14



Personnel in ORAC have the knowledge necessary to support me with my requests/requirements.

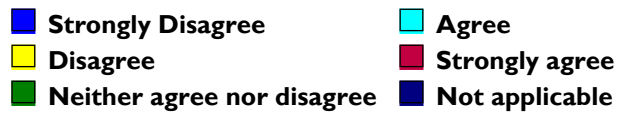
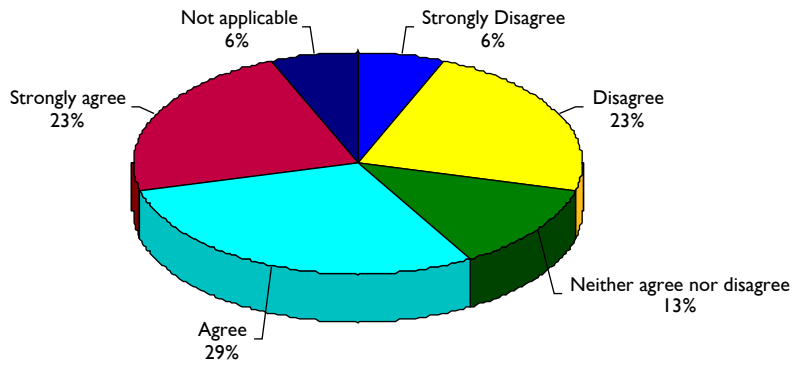
Question 15



- Strongly Disagree**
- Disagree**
- Neither agree nor disagree**
- Agree**
- Strongly agree**
- Not applicable**

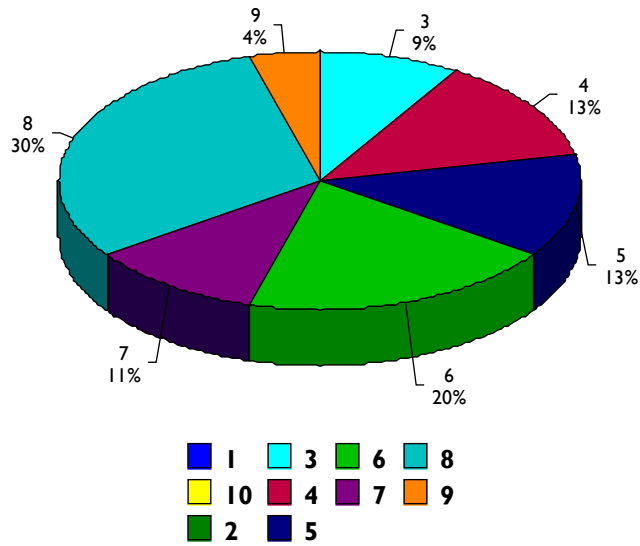
In my dealings with ORAC, I find there is a sense of partnership between my contact and I, i.e. We work to pursue common objectives.

Question 16



On the scale below, please provide an overall assessment of service in the specific area of 'communications/consultation'.

Question 17



I receive the same level of service across ORAC units.

Question 18

