

# CUSTOMER FEEDBACK FORM

The Embassy of the Republic of Uganda in Denmark, and accredited to Norway, Finland, Iceland and Sweden, is conducting this survey to help in improving the services that it provides. The information you provide will be essential in offering you better services. Please take a few minutes to fill the questionnaire.

## 1. How often do you access the Embassy website?

- Once per week or more
- 2 to 3 times per month
- Once per month
- Every 2 to 3 months
- 2 to 3 times a year

## 2. Are you satisfied with the services offered by the Embassy?

- Very Unsatisfied
- Unsatisfied
- Somewhat Satisfied
- Satisfied
- Very Satisfied

## 3. How likely are you to use the Embassy Services again?

- Definitely
- Probably
- Probably not
- Definitely not
- Never used

## 4. Would you recommend these Services to others?

- Definitely
- Probably
- Probably not
- Definitely not
- N/A

**Please rate the Embassy website and the on-line visa application form.**

**1. The website was easy to understand.**

Strongly Disagree  
Disagree  
Neutral  
Agree  
Strongly Agree  
Not Applicable (N/A)

**2. The download forms page was easy to find and access.**

Strongly Disagree  
Disagree  
Neutral  
Agree  
Strongly Agree  
Not Applicable (N/A)

**Your visit to the Embassy.**

**1. The Front Desk officers were courteous.**

Strongly Disagree  
Disagree  
Neutral  
Agree  
Strongly Agree  
Not Applicable (N/A)

**2. The waiting area was comfortable.**

Strongly Disagree  
Disagree  
Neutral  
Agree  
Strongly Agree  
Not Applicable (N/A)

**3. The wait time at the Consulate was reasonable.**

Strongly Disagree  
Disagree  
Neutral  
Agree  
Strongly Agree  
Not Applicable (N/A)

**5. What recommendations would you offer for improving our Services?**