

	Inter-Country Adoption Board (ICAB)	Issue Date	June 25, 2018
	CLIENT FEEDBACK FORM	Doc. Code	ICAB-RU-F-2018-011
		Revision No.	1

Indicators:



Excellent/Magaling



Satisfactory/Nasiyahan



Ordinary/Okay lang



Unsatisfactory/Di Nasiyahan



Poor/Hindi mabuti

Reminder: The content of your feedback shall be kept confidential and shall be for internal use/evaluation only.

Name of Client / Pangalan ng Kliyente (Optional): _____

Email Address: _____

Transaction Date / Petsa ng Transaksyon: _____ Time / Oras: _____

Name of ICAB Employee / Pangalan ng Empleyado (Optional): _____

Service Availed / Serbisyong Natanggap: _____

Quality of Service / Kalidad ng Serbisyo					
Courtesy / Paggalang	<input type="checkbox"/> Excellent	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Ordinary	<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Poor
Timeliness / Bilis ng Serbisyo	<input type="checkbox"/> Excellent	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Ordinary	<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Poor
Knowledge and Ability / Kaalaman at kakayahan sa pagbibigay-serbisyo	<input type="checkbox"/> Excellent	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Ordinary	<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Poor
Work Environment / Pasilidad ng Tanggapan					
Comfort / Kaginhawahan	<input type="checkbox"/> Excellent	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Ordinary	<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Poor
Cleanliness / Kalinisan o kaayusan	<input type="checkbox"/> Excellent	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Ordinary	<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Poor
Adequacy / Sapat (Pasilidad, Kagamitan)	<input type="checkbox"/> Excellent	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Ordinary	<input type="checkbox"/> Unsatisfactory	<input type="checkbox"/> Poor

What can we do to serve you better?

Other comments, inputs and suggestions:

YOUR FEEDBACK IS IMPORTANT TO US.

OBJECTIVE: In order to improve the services rendered by ICAB, you are encouraged to give comments on the services availed of at ICAB by answering the form.

The following will serve as your guide in answering the quality of service by ICAB:

1. Excellent – if the service rendered by the employee/staff is praiseworthy and extends beyond the call of duty.
2. Satisfactory – if you are satisfied with the service rendered and the performance of the employee/staff.
3. Ordinary – if you think the service rendered and the performance is just a usual, routine, day to day activity only.
4. Unsatisfactory – if you are not satisfied with the kind of service and the manner in which the requested service was rendered by the employee/staff.
5. Poor – if you experienced exasperation and had a difficult time during your transaction.

Please answer the kind of service availed of, date and time of the transaction as well as your email address so that ICAB can respond to your comments. Services availed of could also include telephone calls and messages sent through ICAB's email. Filled-up forms may be submitted to ICAB office or emailed at adoption@icab.gov.ph. Thank you.