**Economics and Statistics Office**

**Customer Service Feedback/Complaints Form 1**

Personal Details

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| Title: ☐ Mr. ☐ Mrs. ☐ Ms. ☐ Dr. Date: |
| Surname: First Name: |
| Postal Address: |
| Street Address: |
| District of Residence: |
| Contact Details: Home: Work: Cell: |
| Fax: Email: |

Nature of Feedback/Problem

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| Please indicate the nature of the feedback/complaint in the space below and provide the specific information requested. Additional paper may be used and appended to this form if the space below is not sufficient. |
| Date incident occurred: |
| Name/s of ESO staff complaining about, if any: |
| Name of service (surveys, data sets, reports) and/or project complaining about or being commended: |

To the best of my knowledge, the information stated above is an accurate account of the complaint/feedback. In the case of a complaint, I understand that this will be treated confidentially. However, it may be necessary for the ESO to contact me in order to obtain more information on the complaint, and I will assist as necessary. I also understand that by making a complaint, a decision may not necessarily be reversed, nor can the ESO guarantee that a policy will be changed. I understand that my complaint will be addressed in writing by the Director of the ESO or his/her authorised representative within 15 working days from which the complaint was received.

Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Please return to: Economics and Statistics Office, 3rd Floor, GOAB, George Town.  Or email to Andrelene.royal@gov.ky  Or mail to Economics and Statistics Office, c/o Government Administration Building, KYI-9000 |

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| For ESO use only (to be filled up by staff receiving the complaint):  Complaint Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date received: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |