

Dorothy Brown
Clerk of the Circuit Court of Cook County

WE VALUE YOUR OPINION

**As Clerk of the Circuit Court employees, we are expected to serve the public courteously and efficiently.
We would like to know if we are succeeding and how we might do better.**

1. Today's date _____ Time of your visit _____ Room # _____

2. What Division / District did you visit? _____

Motion Counter File Request Cashier Courtroom Information Desk Other _____

3. Reason for visit: _____

4. Please rate the following for today's visit:

	Outstanding	Good	Average	Fair	Poor
Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How long did you wait for service? _____ minutes.

(Over)

6. Were the posted signs helpful? Yes No Reason _____

7. Was the computer system helpful? Yes No Reason _____

8. Was your transaction processed correctly? Yes No Reason _____

9. Comments/suggestions (What was best about our service and what can we improve?
 Please identify the employee who served you, if known.):

10. **(CONFIDENTIAL/OPTIONAL)** Contact Information. * To support our green, cost-efficient initiatives, the Clerk's Office will correspond by email when available. Please assist us in this effort by providing your email address below.

Name: _____
 Address: _____ City: _____ State: _____ Zip: _____
 Telephone: _____ E-mail _____

Please remember to place your form in the questionnaire box or mail to:
 If you need immediate service please call (312) 603-0440.
www.cookcountyclerkofcourt.org

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Thank you for your comments.