



P. O. BOX 44071, 00100, NAIROBI TEL. +254 020 2785000  
Email: [info@ukulimasacco.coop](mailto:info@ukulimasacco.coop) Website: [www.ukulimasacco.coop](http://www.ukulimasacco.coop)

**CUSTOMER FEEDBACK FORM**

**REF NO. UCSCS/F/M&CC/004**

Ukulima Sacco is committed to providing a high standard of customer service and we would appreciate if you could take a few moments to complete this questionnaire and return it to us.

**Please rate our service performance in the following areas:**

	<b>4-Excellent</b>	<b>3-Good</b>	<b>2-Fair</b>	<b>1-Unsatisfactory</b>
1. Quality of service delivered	◇	◇	◇	◇
2. Quality of Information delivered	◇	◇	◇	◇
3. Staff at the service area	◇	◇	◇	◇
4. Time taken to offer service	◇	◇	◇	◇
5. Service area environment	◇	◇	◇	◇

Any further comments on the service you received or suggestions to improve the delivery of our services are greatly appreciated:

---

**Section/office, which provided the service to you:** \_\_\_\_\_

**Contact Information** (optional)

Name: \_\_\_\_\_

Employer \_\_\_\_\_ Phone No \_\_\_\_\_ Email: \_\_\_\_\_ Date: \_\_\_\_\_