



DEPARTMENT OF AGRICULTURE AND MEASUREMENT STANDARDS

GLENN FANKHAUSER
Agricultural Commissioner
Sealer of Weights and Measures

1001 South Mount Vernon Avenue · Bakersfield, California 93307
Telephone 661-868-6300 · Fax 661-868-6301 · agcomm@kerncounty.com
website - www.kernag.com

Your Opinion is Valuable

We expect our employees to serve the public courteously and efficiently. Please take a few minutes and let us know how we are doing. Your response will help us improve our service.

1. Our records show you recently filed a complaint with this office. Please rate the way your initial contact was handled by Weights & Measures personnel when you filed your complaint.

Table with 5 columns: Outstanding, Good, Average, Fair, Poor. Rows include Friendliness, Courteousness, Efficiency, Information, and Attitude.

2. After your complaint was investigated, were you:
Promptly notified of our findings? [] Yes [] No
Given a clear explanation? [] Yes [] No
Given sufficient information? [] Yes [] No
Satisfied with our investigation? [] Yes [] No

3. If a staff member was especially helpful, please let us know so we may show our appreciation.

Blank lines for providing details for question 3.

4. Suggestions for improvement:

Blank lines for providing suggestions for improvement.

OVERALL How would you rate our service? Table with columns: Outstanding, Good, Average, Fair, Poor.

Today's date: _____

Date complaint filed: _____

Do you want a manager to call you? [] Yes [] No

Optional Information:

Name: _____

Address: _____

City: _____ Zip: _____

Phone: _____

Thank you for your time and comments. Your opinion is valuable!

Please mail this form to: Kern County Department of Agriculture and Measurement Standards
1001 South Mount Vernon Ave
Bakersfield, CA 93307-2851

Or email to: agcomm@kerncounty.com