



**MINISTRY OF RURAL AND MARITIME DEVELOPMENT AND DISASTER
MANAGEMENT**

Customer Complaint/Feedback Form

The Ministry of Rural and Maritime Development and Disaster Management supports the Government's priority of improving services for our customers.

Please use this form to give us your suggestions, compliments, or complaints. They're valuable and important to us.

1. **This feedback is a:** **Suggestion** **Complement** **Complaint**

2. **About which service?**

- Enquiries/information
- Complaint handling
- Birth certificate registration
- Waiting time for vaccination
- Unfair treatment
- Other

3. **About which issue?**

- Ministry decision, policy, or procedure
 - Information accuracy
 - Timelines of service
 - Accessibility of service
 - Fees/charges
 - Website
 - Other
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4. **How did we provide the service?**

- Phone Website Email Online In-person Other please specify

Phone number called (if appropriate)

Name of Officer providing service (if appropriate).....

5. **When did we provide the service?**

Date of service:..... Time:

6. **Are you:** the customer providing feedback on behalf of someone else?
