|  |
| --- |
| **Dear Madam/Sir,****This questionnary has been prepared with the aim of improving the services we provide to you. It is up to you to write the contact information, where specified, this information will remain confidential and will not be used for any other purpose.****Thank you for your participation and contribution.** |
| **CONTACT INFORMATION** |
| **Name/Surname Who Filled the Form:** |
| **Company Name:** |
| **Phone:** | **e-mail:** | **Date:** |

**YOUR APPLICATION TYPE: OBJECTION** [ ]  **COMPLAINT** [ ]

**SUBJECT OF YOUR OBJECTION/ COMPLAINT:**

…………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………………………

|  |
| --- |
| **YOUR ASSESSMENT REGARDING THE OBJECTION / COMPLAINT PROCESS** |
| 1. Have you been informed in writing within a maximum of 3 days from the date of objection /complaint? | [ ]  Yes | [ ]  No |
| 2. Were your requests for information met during the period from the date of the objection/complaint application to the date of the committee decision? (If your answer is No, explain why) | [ ]  Yes | [ ]  No |
| 3. Is the decision sent to you regarding your objection/complaint application understandable and clearly expressed? (If your answer is No, explain why) | [ ]  Yes | [ ]  No |
| 4. Did the decision regarding your objection/complaint application meet your request?(If your answer is No, explain why and give your suggestion) | [ ]  Yes | [ ]  No |
| **Description:** |

|  |
| --- |
| **YOUR SATISFACTION WITH THE OBJECTION / COMPLAINT PROCESS** |
| 1.Sufficient and satisfactory response to your information requests during the period from the objection / complaint application to the conclusion? | ☺ | 😐 | ☹ |
| 2. The attitude and behavior of our staff to your requests for information about your objection/complaint?  | ☺ | 😐 | ☹ |
| 3. How long does it take until the objection/complaint is finalized from the application? | ☺ | 😐 | ☹ |

**Please write if there are other matters and suggestions you want to specify.**

…………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………