

May 17, 2005

Regular Meeting of  
April 24, 2005

Mayor and Members  
of the City Council

## **REPORT OF CUSTOMER SERVICE SURVEYS/COMPLAINTS**

**Recommendation:** To receive and file the report.

### **Complaint/Survey Summary**

The department names listed in this summary have been abbreviated (CD = Community Development, FC = Finance Cashier, and PD = Police Department). This summary report includes all complaints and surveys received by the City Clerk from the 1st of April through the 15th of May, 2005.

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The following summarizes the one complaint received:

<b><u>Dept(s)</u></b>	<b><u>Date Rec'd</u></b>	<b><u>Complaint</u></b>	<b><u>Investigation Complete/Resolved</u></b>
PD	04-27-05	Rude, unprofessional service by employee	Under review

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The following summarizes the four surveys received:

<b><u>Dept(s)</u></b>	<b><u>Date Rec'd</u></b>	<b><u>Service</u></b>	<b><u>Additional comments</u></b>
FC	04-06-05	Excellent	Commended staff as friendly, helpful and nice
CD	04-11-05	Excellent	Commended staff member for expert evaluations
FC/CD	04-19-05	Excellent	Commended staff for efficient and friendly service
FC	05-09-05	Excellent	None

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Elaine Doerfling, City Clerk

Noted:

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Stephen Burrell, City Manager