



Supreme Court
of New South Wales

Client Feedback Form

Why did you visit the Registry today?

- To file documents To seek procedural advice To access exhibits/court file
- Other (please specify) _____

What is the nature of your feedback?

- I had to wait too long for service – please provide:**
Arrival time _____ Time served _____
Ticket Number & type. _____
- I received excellent client service from** _____
(insert name of staff member or area of registry. Please use the Comments section on the back of this form to explain why you thought the service provided was excellent)
- I am unhappy with the service I received from** _____
(insert name of staff member or area of registry)
- I am unhappy because** (tick all that apply):
- | | |
|--|--|
| <input type="checkbox"/> I was given incorrect information | <input type="checkbox"/> My documents were lost |
| <input type="checkbox"/> Staff were rude or unhelpful | <input type="checkbox"/> I did not receive a call-back as promised |
| <input type="checkbox"/> No one told me when to expect a response or contacted me about how my query was progressing | <input type="checkbox"/> The staff member had insufficient knowledge of Court policies and procedures (please explain what led you to this conclusion using the Comments section on the back of this form) |
| <input type="checkbox"/> Staff did not explain why they could not provide the assistance I wanted (please outline the question you asked and the response you received in the Comments section on the back of this form) | <input type="checkbox"/> Other (please provide further information in the Comments section on the back of this form) |

Your name (optional):

Date:

Thank you for taking the time to leave feedback. Your feedback will help us improve registry services. If you would like a response to your feedback, please fill in the Contact Details section on the reverse side of this form. We will respond, either by telephone or in writing, within 14 days.

Please leave your completed form in the Client Feedback boxes on levels 4 or 5.

