

SELSD Feedback Survey

Date or approximate date relating to your feedback event: [Click here to enter a date.](#)

Check the box below that describes the type of feedback you wish to leave us. This helps us route your comments to the proper person. You can provide details in the boxes below this section.

- Feedback –Positive:** Tell us something good that we did.
- Suggestion or Recommendation:** Tell us about a good idea that you have that may help us better serve you.
- Feedback –Negative:** Tell us something we did that you were not happy with.
- Dispute and Appeals** – Tell us about a situation in which you disagree with our decision and wish to have a neutral party investigate further
- Complaint** - Tell us about a situation where you felt that we failed to meet your needs or expectations and we will investigate what happened and attempt to resolve the situation.

What does your feedback pertain to:

- | | | |
|---|--|---|
| <input type="checkbox"/> Invoicing | <input type="checkbox"/> Lab analytical services | <input type="checkbox"/> Staffing or customer service |
| <input type="checkbox"/> Reporting | <input type="checkbox"/> Technical service or assistance | <input type="checkbox"/> Data Quality |
| <input type="checkbox"/> Lab accreditation services | <input type="checkbox"/> Result or Rule Interpretation | <input type="checkbox"/> Non-Conformity |
| <input type="checkbox"/> Accreditation decision | <input type="checkbox"/> Other (describe: _____) | |

Please provide feedback:

What kind of resolution would you like to see:

Contact Information:

Would you like to be contacted by a manager	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>

If so, please provide your contact information below:

First Name: _____
Do you prefer email, phone call, or text: _____
Contact info: _____

Please return feedback to:

SELSD QS Section: April Franklin
PO Box 1677
OKC, OK 73101

OR selsquality@deq.ok.gov

SELSD Feedback Survey

Frequently asked questions:

1. Why should I leave feedback?

A: Feedback, both positive and negative, assists us in developing better communications with our customers. We wish to know what we can do to better serve you. Evaluating your suggestions, recommendations, criticisms, and complaints helps us identify areas to work on and improve.

2. If I leave negative feedback, will it impact me or my relationship with the SELSD?

A: We truly value what you have to say. Receiving a complaint about our services is not ideal to us, but sometimes we make mistakes or fail to see an area of improvement. Your eyes and voice are critical to help us find these areas. We will not hold this against you. We will listen with confidentiality and respect to you.

3. I do not have criticism but I do have a suggestion that would help smooth out interactions with you. Do you want to hear those too?

A: YOU BET! We know you have good ideas and we want to hear them! If your idea is something we can incorporate into our business practices, we will definitely discuss your idea and try to make it happen! We will even call you back (if you leave us your info) to let you know how you were able to make us better!

4. What happens during the complaint process should I file a complaint?

A: Delegated SELSD staff and managers will review your complaint. We will then perform an investigation to see if we can figure out what happened. Once we determine that, we will discuss things we can change with our business practices to fix whatever caused your complaint. We will implement changes to fix or prevent the problem from happening again. After we have corrected whatever caused the problem, we will contact you if you would like us to and let you know what we did on our end to prevent the problem from happening. You will then have the option of filling out an additional form to let us know if you are happy with how we did or did not resolve your complaint. We will use these forms to see how we are doing when resolving our customers' complaints.

5. The thing I want to complain about happened several months ago. Can I still tell you about it?

A: Absolutely! There is no time limit for providing feedback. We would prefer to correct any issues with our service as soon as we can, so we prefer to receive surveys as soon as possible, but we review and assess all feedback received.

6. I do not want to file a complaint, but I experienced a negative situation that I want you to know about. How do I deal with this?

A: Feel free to complete the survey form and tell us about the situation so we can look into it. You can check the "No" box where we ask you if you want us to contact you and that will ensure that your feedback is not considered a complaint.