



**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.**

