

2024 CUSTOMER SERVICE SURVEY TEXAS FUNERAL SERVICE COMMISSION

The Texas Funeral Service Commission (TFSC) is always trying to improve its customer service. Your input will help us attain this goal by telling us how we are doing and how we can improve. Thank you for taking the time to help us serve you better.

Please circle one: Responding as (a) Individual Licensee, (b) Establishment Licensee, (c) CE Provider, (d) Complainant/Consumer, (e) Applicant, (f) Other: _____

Please rate the TFSC by circling one of the following numbers:

1=Very Unsatisfied 2=Unsatisfied 3=Neutral
4=Satisfied 5=Very Satisfied N/A - Not Applicable

1. How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves by name?

1 2 3 4 5 N/A

2. How satisfied are you with agency communication, the average time you spend on hold, call transfers, access to a live person, letters, and electronic mail?

1 2 3 4 5 N/A

3. How satisfied are you with the agency's website? Including the ease of the use of the site, information on the website, and information accessible through the site, such as a listing of services and whom to contact for further information or complaints.

1 2 3 4 5 N/A

4. How satisfied are you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?

1 2 3 4 5 N/A

5. How satisfied are you with any agency brochures or other printed information, including the accuracy of the information?

1 2 3 4 5 N/A

6. Please rate your overall satisfaction with the agency.

1 2 3 4 5 N/A

7. How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, sign, and cleanliness?

1 2 3 4 5 N/A

8. How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?

1 2 3 4 5 N/A

9. Please rate your satisfaction with the Commission's online license renewal system.

1 2 3 4 5 N/A

10. Please rate your satisfaction on how helpful the Commission's "How to User Guide" was in navigating the online license application process?

1 2 3 4 5 N/A

Recommendations for Improvement:

Please return the completed survey by **MAY 30, 2024**

You may email the completed survey to info@tfsc.texas.gov or send by mail to:

**Texas Funeral Service Commission
Attn: Licensing Department
1801 Congress Avenue, Suite 11-800
Austin, TX 78701**