
(Section 1)

Please complete each section of the customer comment form

Tribunal Location:

Date and Time of Visit/Hearing:

In what capacity did you attend (please select/tick one option)

Appellant: Representative: Other (please Specify)

(Section 2)

Please let us know how you felt you were treated (select/tick one for each option)

(1) Courtesy of Appeal Service Staff*

Very Satisfied: **Satisfied:** **Dissatisfied:** **Very Dissatisfied:**

(2) Knowledge of Appeal Service Staff*

Very Satisfied: **Satisfied:** **Dissatisfied:** **Very Dissatisfied:**

(3) Tribunal Facilities

Very Satisfied: **Satisfied:** **Dissatisfied:** **Very Dissatisfied:**

(Section 3)

Please let us know if there is anything that we handled well, or anything we could improve on

(Section 4)

The Appeals Service welcomes all feedback from customers, whether positive or negative as this is used to seek to improve the standard of service we provide.

If you have expressed dissatisfaction with the standard of service you have received from Appeal Service staff or with the Tribunal Facilities and have provided sufficient detail for us to investigate, we will deal with this under the Appeals Service Complaints Procedure.

If you wish to be contacted about any of your comments please remember to complete section 5 Overleaf.

** These comments should refer specifically to The Appeal Service administrative staff and not the Independent Members of the Appeal Tribunal. (See Section 6 overleaf).*

(Section 5)

Please provide your name and address for correspondence purposes.

Name:

Address:

Telephone Number:

(Section 6)

If your dissatisfaction is with an Independent Member of The Appeal Tribunal which heard your appeal then you should write to The Office of the President of Appeal Tribunals at the following address.

Secretary to the President of Appeal Tribunals
6th Floor, Cleaver House
3 Donegall Square North
Belfast
BT1 5GA

Thank you for taking time to complete this form. This form can be downloaded and emailed to appeals.service.belfast@dndi.gov.uk or appeals.service.omagh@dndi.gov.uk or returned the appropriate address below.

The Appeals Service
Cleaver House
3 Donegall Square North
Belfast
BT1 5GA

The Appeals Service
12 – 14 Dublin Road
Omagh
BT78 1ES