**(Insert Association Logo Here)**

**Ombudsman Evaluation**

It is the Association’s goal to provide enhanced communications and initial problem solving to callers concerning REALTORS® and real estate related transactions through our Ombudsman Program (“Program”).

Your feedback is vital for our Program! Please take a few moments to complete the evaluation below so that we may continually strive to improve our services.

**1. Upon your initial contact with the Association, did staff listen to your concerns and explain clearly to you about the voluntary Ombudsman services available to you by the Association?**

❒Yes ❒Somewhat ❒No ❒Comments:

**3. Did the Ombudsman contact you in a timely manner?**

❒ Yes ❒ No ❒ Comments:

**5. Did the Ombudsman explain the process and ask you to acknowledge your understanding of the process before beginning?**

❒Yes ❒Somewhat ❒No ❒Comments:

**6. Did the Ombudsman listen to your concerns, request permission to contact the potential respondent, and/or explain your rights after the completion of the process?**

❒Yes ❒Somewhat ❒No ❒Comments:

**7. Did the Ombudsman service successfully resolve your initial concern?**

❒Yes ❒ No ❒ Comments:

**9. Do you have any other suggestions on how we can improve our Ombudsman Program?**

**Your feedback is valuable.**

**Please email your completed survey to .com.**

**On behalf of the Association, thank you for completing this survey.**