Tell Us How We're Doing

Help Us Improve Our Customer Service

Unemployment Insurance

To Vermont Employers:

Making sure you received quality service from the Unemployment Insurance Division is a top priority. Please take this opportunity to tell us how we are doing, and I assure you that your suggestions and comments will be used to ensure that we serve you and others even better.

Please return this survey in the enclosed pre-paid Business Reply Mail Envelope.

Sincerely,

Patricia Moulton Powden
Commissioner

B-40B (6/08)

VERMONT
VERMONT DEPARTMENT OF LABOR

TELL US HOW WE'RE DOING

Your opinions and suggestions are important. Please take a few moments to complete the survey below about the quality of service you received from the Unemployment Insurance and Wages Division.

	Very Satisfied	Satisfied	Not Satisfied	No Opinion
1. Answering my questions about:				
a. Quarterly (C-101) Wage & Contribution Reports and Payments	❒	❒	❒	❒
b. Benefit Claims of Former Employees	❒	❒	❒	❒
c. Health Care Contributions	❒	❒	❒	❒
d. Delinquency	❒	❒	❒	❒
e. Tax Audit	❒	❒	❒	❒
f. Other _____	❒	❒	❒	❒
2. Ease of completing forms and reports.	❒	❒	❒	❒
3. Promptness of staff response.	❒	❒	❒	❒
4. Knowledge of staff.	❒	❒	❒	❒
5. Professionalism of staff.	❒	❒	❒	❒
6. Clarity of written instructions from the Unemployment Insurance and Wages Division.	❒	❒	❒	❒
7. Clarity of written correspondence.	❒	❒	❒	❒
8. Ease of using on-line applications. *(Check all that apply)*				
a. Quarterly C-101 Wage & Contribution Reporting (VITWS)	❒	❒	❒	❒
b. New Hire Reporting	❒	❒	❒	❒
c. New Hire Verification	❒	❒	❒	❒
d. Return to Work Notification for Worker(s)	❒	❒	❒	❒
e. Setting up a new account	❒	❒	❒	❒

9. I rate the overall quality of service provided by the Vermont Department of Labor's Unemployment Insurance and Wages Division to be:

❒ Excellent ❒ Good ❒ Adequate ❒ Poor

11. Here are some suggestions and comments I would like to make: _____

_____

_____

_____

❒ Please check here if you would like someone from the department to contact you. Please provide your name and telephone number below.

Name: _____ Phone Number: _____