

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



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: _____