

Please complete via our website: <http://www.nzfsa.govt.nz/industry>

or

Complete the following and post to:

Survey

Approvals & ACVM Group, NZFSA

PO Box 2835

WELLINGTON

***All survey responses must be received no later than
Thursday, 30 November 2006.***

Survey for Clients of the ACVM Group

PROCESSES

1. How do you find the application process?

Simple

Average

Difficult- Please explain

2. Do you find our instructions and application forms easy to understand and complete?

Always

Usually

Sometimes

Never

3. Do we keep you sufficiently up to date during the application process?

Always

Usually

Sometimes

Never

4. Do you feel we meet the regulatory time limits set out for processing applications?

Always

Usually

Sometimes

Never - Please explain

SERVICE

5. Do you find Approvals staff to be polite and co-operative...

- | | | | | |
|-----------------|-----------------------|-----------------------|-----------------------|-----------------------|
| over the phone? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Always | Usually | Sometimes | Never |
| via email? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Always | Usually | Sometimes | Never |
-

6. When you leave a message do Approvals Staff respond/reply in a timely manner...

- | | | | | |
|-----------------|-----------------------|-----------------------|-----------------------|-----------------------|
| over the phone? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Always | Usually | Sometimes | Never |
| via email? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Always | Usually | Sometimes | Never |
-

7. Do we resolve your issues in a satisfactory and timely manner?

- | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Always | Usually | Sometimes | Never |

COMMUNICATION

8. What is your preferred method of communication?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Workshop | Publication | Telephone | Email | Letter |
-

9. Do you find our written correspondence easy to understand?

- | | | | | |
|---------|-----------------------|-----------------------|-----------------------|-----------------------|
| Letters | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Always | Usually | Sometimes | Never |
| Faxes | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Always | Usually | Sometimes | Never |
| Emails | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Always | Usually | Sometimes | Never |
-

10. Do you feel that we give enough consideration to the issues that you raise?

- | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Always | Usually | Sometimes | Never |
-

WEBSITE

11. Do you find our website 'user friendly'?

- Always Usually Sometimes Never - Please explain
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12. Is the information we provide on our website sufficient to give a good understanding of your responsibilities under current legislation?

- Always Usually Sometimes Never
-

13. Do you have any suggestions regarding the development of our website?

PUBLICATIONS

14. Do you find *AgVetLink* an informative and worthwhile publication?

- Always Usually Sometimes Never
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OVERALL

15. In the day to day approvals process, what do you think we could do better?

16. Any other comments/suggestions?
