

# WE VALUE YOUR OPINION

## CUSTOMER SERVICE SURVEY ONE DAY DIVORCE

Our goal is to serve the public  
courteously and efficiently.

Will you please take a minute to complete this  
questionnaire? Your response is important and will  
assist us in improving our service to you.



Superior Court of California,  
County of San Diego

## ONE DAY DIVORCE (One DD) Please tell us about your experience today

RATE THE FOLLOWING:	<i>Outstanding</i>	<i>Above Average</i>	<i>Average</i>	<i>Needs Improvement</i>
Ease of locating the department and/or area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promptness of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff's thoroughness in answering your questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Date of visit: \_\_\_\_\_ Time of visit: \_\_\_\_\_

How did you learn about the One DD program?

Did you submit judgment forms prior to signing up for the One DD program?  
 No  Yes

If yes, when was the judgment submitted? \_\_\_\_\_ and returned? \_\_\_\_\_

Were the judgment forms returned to you prior to signing up for the One DD program?  No  Yes

If yes, how many times has the judgment been returned? \_\_\_\_\_

Did the One DD attorney correct the defects in your paperwork?  No  Yes

How soon after your first meeting with the One DD attorney was your hearing?

What did we do right? What suggestions do you have to improve the program?

If you would like to be contacted, please provide the following:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Tel. No.: ( ) \_\_\_\_\_

Email address: \_\_\_\_\_

**Thank You! Your opinion will make a difference.**  
Please drop this in the box provided.