



CUSTOMER FEEDBACK FORM

The Department of Human Services is committed to providing quality customer service to all citizens. Our goal is to provide services in a professional, respectful and timely manner. We are constantly striving to improve our processes and value your input. In the event we have exceeded your expectations or did not meet your expectations for quality customer service, please submit a compliment or complaint form. You may submit your form by email at DHS.CustomerService@tn.gov or via fax at (615)741-4165.

Please identify if this is a **Compliment** **Complaint** Date: _____

First Name: _____ Last Name: _____

Address: _____

Phone: Home _____ Cell _____ Work _____

Email Address: _____

Service or Program:

- | | | |
|--|---|---------------|
| <input type="checkbox"/> Families First/TANF | <input type="checkbox"/> Food Stamps/SNAP | Child Care |
| <input type="checkbox"/> Adult Protective Services | <input type="checkbox"/> TennCare/Medicaid | Child Support |
| <input type="checkbox"/> Vocational Rehabilitation | <input type="checkbox"/> Disability Determination | Other _____ |

Describe your Compliment or Complaint. Please include details that may help us research your case if necessary (County, Names of DHS Staff, relevant dates, your Case Number/ID). Please use the back or attach any additional information.

Thank you for taking the time to provide us with feedback!