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***Form CF***

**LET’S KNOW WHAT YOU FEEL ABOUT OUR SERVICES**

Please take a brief moment to fill the spaces provided below. Thank you as you help us serve you better.

1. Are you familiar with NIGCOMSAT service charter?

1. Have you been served poorly by any of our staff?
2. Briefly describe your encounter.

1. Are you satisfied with the service you have received?

1. Briefly describe your encounter

1. Have you utilized any of the options available in the grievance redress window?
2. Kindly let us know if there’s any area you feel we can improve in serving you
3. Do you wish to make further enquiry about our organisation and products and services?
4. Can you be replied through e-mail? If yes, kindly oblige us an address.

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NOTE: Forms are to be filled and sent as an email to servicom@nigcomsat.gov.ng