



## Shelter Comment Form

**Thank you so much for visiting the Dearborn Animal Shelter. We are very interested in your feedback. It is reviewed regularly and used to continually improve the quality of our services to you. Please take a few moments to provide the following information:**

1. How did you hear about the Shelter:

- |   |  |
|---|--|
| <input type="checkbox"/> Newspaper<br><input type="checkbox"/> Radio / TV<br><input type="checkbox"/> Shelter Flyer | <input type="checkbox"/> Newsletter<br><input type="checkbox"/> Someone told you about us<br><input type="checkbox"/> Other: How? _____<br>_____ |
|---|--|

2. Why did you visit the Shelter?

- Adopt a new animal?
  - Did you complete an adoption request?
  - If you did not find the animal you were looking for, did you complete a Wish List Request?

Comments: \_\_\_\_\_  
 \_\_\_\_\_

- Find a lost animal?
  - Did you find your pet?
  - If you did not find the animal you were looking for, did you complete a Lost Report?

Comments: \_\_\_\_\_  
 \_\_\_\_\_

- Rent a trap?
- Other? \_\_\_\_\_

Comments? \_\_\_\_\_  
 \_\_\_\_\_

3. Please indicate your satisfaction level with the following areas of our service.

Area	Description	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
<b>Facility</b>	Public and kennel areas are neat and clean with minimal odor					
<b>Staff</b>	The staff and volunteers are courteous, helpful, informed, and responsive (you were helped quickly and with quality)					
<b>Information</b>	You were able to get the information you needed easily and it answered your questions.					
<b>Animals</b>	You were able to view / decide on the animals.					
<b>Procedures</b>	Our procedures are clear and reasonable.					
<b>Overall Satisfaction Level</b>						

4. Would you tell someone else to visit the Shelter? Yes \_\_\_\_\_ No \_\_\_\_\_ (if no, please indicate why below)

5. Please indicate any other improvement suggestions that you may have.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Thank you for completing our comment form. Please fold and deposit it in the "Comments" box in the lobby or mail it to the address at the bottom of the form.

If you would like a response to your comments, please tell us how to reach you: \_\_\_\_\_

**Please enter today's date:** \_\_\_\_\_

**2661 Greenfield Rd. -- Dearborn, Michigan 48120**  
**(313) 943-2697 – [www.dearborn-animals.com](http://www.dearborn-animals.com)**  
**Volunteers and Donations Welcomed -- Tax ID #38-3171570**

