**Facilities Management Division**

**Compliments and Complaints Form**

The Facilities Management Division is committed to providing the very best possible service to our customers. We set a high standard for professional conduct and timely response. In the event you feel we may have exceeded your expectations or that we may have failed to meet our professional standard, please file a customer compliment / complaint, by mail, by telephone or on-line.

To file a compliment / complaint on-line, complete the form below and click on the [Submit] button. Your compliment/complaint will then be directly delivered to our Division Director.  Please note that you can also use the on-line reporting system to commend an employee for exemplary conduct of performance.

If you indicate on the form that you wish to be contacted, we will do so. To file a written compliment / complaint please mail to the following address:

***General Services Department***

***Facilities Management Division***

***P.O Box 6850***

***Santa Fe, NM 87502***

|  |  |
| --- | --- |
|  |  |
| Your First name: |  |
| Your Last name: |  |
| Your Address: |  |
| Your City: |  |
| Your Zip code: |  |
| Your Telephone #: \* |  |
| Your E-mail Address: \* |  |
| May we contact you? | Contact me Do not contact me |
|  |  |
| Incident date/time: |  |
| What Happened? |  |
| Type: \* | Compliment Complaint |
| What would you like to have happen? |  |
| What is the name of the FMD employee involved? |  |
| First name: |  |
| Last name: |  |
| Is there a work order associated to this issue? |  |
| Please provide work order number. |  |
|  |  |
| Please enter the date of interaction with FMD that resulted  in this form being completed. |  |
|  | |
|  | |
| **\*** Required fields (must be filled-in) |  |