



GPR OMBUDSMAN PROGRAM

It is the _____ Association's goal to provide enhanced communications and initial problem solving to callers concerning Realtor® and real estate related transactions through our Ombudsman Program.

Your feedback is vital for our program! Please take a few moments to complete the evaluation below so that we may continually strive to improve our services.

1. Upon your initial contact with the Association, did staff listen to your concerns and explain clearly to you about the voluntary Ombudsman services available to you by the Association?

Yes Somewhat No Comments: _____

2. Did the Ombudsman contact you in a timely manner?

Yes No Comments: _____

3. Did the Ombudsman explain the process and ask you to acknowledge your understanding of the process before beginning?

Yes Somewhat No Comments: _____

4. Did the Ombudsman listen to your concerns, request permission to contact the potential respondent, and/or explain your rights after the completion of the process?

Yes Somewhat No Comments: _____

5. Did the Ombudsman service successfully resolve your initial concern?

Yes No Comments: _____

6. Do you have any other suggestions on how we can improve our Ombudsman Program?

Your feedback is valuable!
Please email your completed survey to:

On behalf of the _____ Association, thank you for completing this survey.