



Bernalillo County Court of Wills, Estates & Probate

Willow Misty Parks, Probate Judge

Thank you for calling or visiting the Bernalillo County Court of Wills, Estates & Probate. Our goal is to provide exceptional customer service and we would greatly appreciate any feedback you can offer regarding your most recent contact with the court. Please complete the survey on this card to let us know how we've met your expectations or to help identify areas in which we can improve

Please provide some basic details about your last contact with our office:

Actual or Approximate Date: ____/____/____ Time of day (circle on): 8am-12pm or 12pm-5pm

Name of person that assisted you (if available): _____

What was the reason for calling/visiting the court? (Please indicate all that apply):

<input type="checkbox"/> Seeking general information	<input type="checkbox"/> Search probate records
<input type="checkbox"/> Looking for a probate for a specific individual	<input type="checkbox"/> Tour of probate court
<input type="checkbox"/> Seeking information about a specific probate	<input type="checkbox"/> Schedule a wedding
<input type="checkbox"/> Looking for information on how to download forms	<input type="checkbox"/> Get married
<input type="checkbox"/> Purchasing probate forms	<input type="checkbox"/> Attend a wedding
<input type="checkbox"/> Trying to locate a different court	<input type="checkbox"/> Take an oath
<input type="checkbox"/> Open a probate	<input type="checkbox"/> Other _____
<input type="checkbox"/> File other probate documents	<input type="checkbox"/> _____
<input type="checkbox"/> Obtain copies of probate documents	

Thinking of your most recent experience with the court, how much do you agree with the following statements?

	Strongly agree	Somewhat agree	Neither agree or disagree	Somewhat disagree	Strongly disagree
You were greeted when you walked into the court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our staff was available in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our staff was friendly and courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our staff was knowledge and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our staff responded promptly and professionally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our staff provided you with the information and/or services you needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information and/or services provided were complete and accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our office was clean and neat (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our website was easy to navigate and provided you with the information and/or services you desired	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, you were pleased with the customer service provided by our office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What was the best part of your experience?					
What suggestions do you have to improve our service and/or products?					

