Survey crewing departments « STCW-administration »

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| --- |
| ***Company details*** *(\* non-compulsory)* |
| Company name |  |
| E-Mail (\*) |  |

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| **How to reply ?** Give us your opinion by giving notes on a scale from 1 to 10 to the statements mentioned. 1 is the worst note, 10 is the maximum note. If you do not have experience with a certain statement, leave the item open.  | **Score****1 to 10** |
| 1. The office can be reached easily by phone (for appointments or enquiries).
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| 1. The waiting time at the front desk is acceptable.
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| 1. The personnel is polite and friendly.
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| 1. The personnel is giving accurate information.
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| 1. The procedure for an application STCW is clearly communicated.
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| 1. The forms used are clear.
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| 1. The application has been processed within a reasonable delay of time.
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| 1. The content of the certificates delivered was correct.
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| 1. The ease of use of the STCW-on-Web-tool (on-line application of endorsements).
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| 1. The information communicated is clear
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| 1. The content on our website [www.mobilit.belgium.be](http://www.mobilit.belgium.be) (section STCW)
 |  |
| ***General score* :** All things considered, how satisfied are you with the service of the administration responsible for the issue of STCW-certificates ?  |  |
| ***Comments / suggestions :***  |
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Please return this form by e-mail or send it to the address mentioned above of Certification Seafarer’s Antwerp. ***Thank you for your cooperation***.