

Dear citizens,  
dear guests,



As the biggest service provider of our city, it is important for us to know your point of view. With this card we ask you for letting us know your opinion. It will contribute to improve the satisfaction of our citizens. The working process and evaluation of the cards is in charge in the office of the mayor. For clearing specific questions, your informations and questions (which is including personal datas) will be send to our departments, which is necessary for a well-founded working. After finishing the working process and analysis all datas will be erased. The evaluation is anonymous.

Office of visit:

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Reason for visit:

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Recognition    Suggestions    Criticism / Appeal

Your point of view / Statement:

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Do you have wishes and suggestions?

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Please tick

How satisfied are you with...	1	2	3	4	5	6
• Kindness						
• Speed / Waiting time						
• Office hours						
• Orientation in the building						
• Expertise						

Please judge along the school grading system. 1 is best and 6 is worst mark.

Thank you for your participation!

For further questions please call Torsten Walther,  
Onlinemanagement/Bürgerkommunikation, Fon: 0335 552 1301, or send an  
email: [buergieranliegen@frankfurt-oder.de](mailto:buergieranliegen@frankfurt-oder.de).

Every reference is a contribution to our service.

sender:

\*name, first name

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\*address

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\*zip code, location

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\*phone number with prefix

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\*e-mail

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\* voluntary informations

You can deliver the card inside of  
the administration buildings of the  
city

or

inside of an closed envelop, send to:

Stadtverwaltung Frankfurt (Oder)  
Bereich des Bürgermeisters  
Logenstraße 8  
15230 Frankfurt (Oder)

Further information on the processing of personal data by the City of Frankfurt (Oder) in accordance with Articles 12 to 22 and 34 of the European General Data Protection Regulation (DSGVO) can be found on the homepage [www.frankfurt-oder.de](http://www.frankfurt-oder.de) under Privacy Policy (see information leaflet DSGVO Bürgeranliegen).

Input date (internal memo):