# HRDI CUSTOMER SATISFACTION SURVEY 2021 RISK MANAGEMENT

### **Department Overview**

The Risk Management office is responsible for insurance, litigation/claims management, contract review, risk assessments, risk constitutions, international travel, employment visas, permanent residency, document retention, and record requests.

### **Strengths**

- Professional Staff
- Polite & Courteous Staff
- Website is Easy to Navigate

## **Opportunities for Improvement**

- Keeps Me Informed
- Responds to Requests in a Timely Manner
- Makes Me Feel Valued



38 Overall respondents



**76.3%** Overall satisfaction



**82.8%** Making Improvement in Services

## **Satisfaction with Department Services**

