



**Majlis Peguam
Bar Council Malaysia**

www.malaysianbar.org.my

15 Leboh Pasar Besar
50050 Kuala Lumpur, Malaysia
Tel : +603-2050 2050
Fax : +603-2026 1313, 2034 2825, 2072 5818
Email : council@malaysianbar.org.my

**Circular No 270/2012
Dated 31 Dec 2012**

To Members of the Malaysian Bar

Feedback on the Performance of Bar Council Secretariat Staff

The Bar Council Secretariat is continuously looking into ways to improve and upgrade its services, and values your comments and suggestions.

To help us serve you better, we urge Members to complete the attached “Feedback Form: Performance of Bar Council Secretariat Staff”. The feedback form is only one page long and should take no more than 10 minutes to complete.

The first 100 Members to submit a completed form will receive an exclusive token of appreciation, comprising a chequebook holder and a keychain, both in leather.

Please submit the completed feedback form, by fax to 03-2031 2852 or by email to feedback@malaysianbar.org.my, by **18 Jan 2013 (Friday)**.

Should you require further information, kindly contact Nishta Jiwa, Public Relations Officer, by telephone at 03-2050 2037 or by email at nishta@malaysianbar.org.my.

We look forward to your response and feedback.

Thank you, and Happy New Year.

Tony Woon Yeow Thong
Secretary
Malaysian Bar



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Feedback Form: Performance of Bar Council Secretariat Staff

Which Bar Council Department has assisted you? Please tick (✓) where applicable.

- | | | |
|---|--|---|
| ☐ Admission | ☐ Finance | ☐ Marketing/Public Relations |
| ☐ Committees (Practitioners Affairs) | ☐ Information Technology | ☐ Membership |
| ☐ Compensation Fund | ☐ LawCare | ☐ Professional Standards & Development |
| ☐ Complaints & Intervention | ☐ Library | ☐ SRO Enforcement |
| ☐ Conveyancing Practice | ☐ Other (please specify): _____ | |

How was your experience with the Bar Council Secretariat staff who assisted you? Please use the following rating scale to provide your feedback with respect to the items below:

1	2	3	4	5
Very Poor	Poor	Satisfactory	Good	Excellent

Item	Rating	Comments
Accessibility of staff		
Courtesy and overall helpfulness		
Clarity of explanation		
Swiftness in response time		
Efficiency in providing updates		
Competence and professionalism		

We welcome your suggestions on how we can improve our services (please use extra sheets if necessary):

Thank you for taking the time to complete this form. Please submit the form by fax to 03-2031 2852 or by email to feedback@malaysianbar.org.my by **18 Jan 2013 (Friday)**.



The first 100 Members to respond will receive an exclusive token of appreciation!

Optional Information:

Name: _____ Membership No: _____

Tel No: _____ Email Address: _____

Date: _____