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ICE System available for feedback on MCCS Services

HQMC (MR), QUANTICO, VA - Marine Corps Community Services wants your feedback, both good and bad. In addition to the more traditional methods of comment cards, letters, and discussion with staff, the easiest way for you to let us know how we are doing, or if you have a problem or complaint, is to use the Department of Defense's Interactive Customer Evaluation (ICE) system.

ICE can be accessed via most Marine Corps installation and MCCS websites by clicking the distinctive blue ICE logo. The site is tailored to each base's specific operations. At the site you will find categories for nearly every activity aboard base. MCCS programs will usually be found under the Dining, Family, Health, Housing, Personnel Services, Recreation, Shopping and Services, and Travel and Transportation categories. Users can leave feedback on facility appearance, employee/staff attitude, timeliness of service, hours of service, and overall satisfaction. There is also a field to leave personal comments. Comments posted through ICE are usually reviewed on the same or next day. Although ICE can be accessed anonymously, users are encouraged to leave contact information so the responsible program manager can follow up and make sure that your issue has been resolved. Those wishing to provide feedback to HQMC regarding MCCS programs may do so by click the ICE logo on the MCCS website at www.usmc-mccs.org.

For more information about using ICE or to find a list of installations and activities that are online go to ice.disa.mil and choose the Marine Corps link.