

## Feedback

Dear users, thank you for using Meteoalarm website of RHMS of Serbia. We hope that you can easily find and use information and products in the field of alert and warnings. For development of this system, your feedback is very important. In particular we are interested in:

- Who are our customers?
- Your view of this site;
- Your understanding of information and products which are available;
- To better understand your needs and
- To solve problems encountered in the process of using Meteoalarm website of RHMS of Serbia.

This information is of fundamental importance from the aspect of monitoring reactions of the population to our information and warnings.

The most important thing is that the community accepts the information and suggestions in a right way. In some countries, after the disaster, analysis is made of the effectiveness of the system and achieved results of preventive care. Important shortcomings are found in the prognostic system and in the early warning system. The reasons for this situation are numerous and vary from country to country. Deficiencies are identified in the technological equipments used in the process of detection and prognosis of dangerous phenomena, communication system for disseminating information to the affected areas and so on.

The effect of the general aims largely depends on the ability of responsible people and organizations in the affected areas as well as of confidence in the institutions that distribute official information, advice and warnings. If this trust is lost, no one would seriously comprehend forecasts, warnings and advices. Somehow warning will be ignored. Experience shows that this confidence will be restored at the moment when people who have no confidence are exposed to catastrophe, but they have been notified and alerted on time.

Please send us your comments and suggestions about the content of the web, seeking information on the web, understanding the information, your subjective feeling timeliness and accuracy of information or another your vision that we have overseen. The following grades are available: bad, unsatisfactory, satisfactory, good and excellent.

On the website address [http://www.meteoalarm.rs/eng/povratna\\_informacija.php](http://www.meteoalarm.rs/eng/povratna_informacija.php) is a simple procedure for your participation. RHMS of Serbia guarantees that your feedback will be used only for the purpose of better understanding of customer needs, for improving service quality and strengthening mutual trust. If you want us to send you the answer to the question, please send us a question, your first and last name and e-mail address. We'll try to respond as soon as possible. RHMS of Serbia will never misuse your personal information and will not share your personal information with any other third parties.

Thank you for your time, effort and feedback.

Yours Meteoalarm team.