

CUSTOMER SATISFACTION SURVEY

Property Services - General

Q.1 Overall - How did you rate our service?	Excellent 9.09%	Good 72.72%	Fair 18.18%	Poor	N/A	
Q.2 Was your particular problem resolved or query answered	Yes 72.72%	No 9.09%			18.18%	
Q.3 Do you think we could have done more?	Yes* 36.36%	No 45.45%			N/A 18.18%	
If yes* please tell us what you feel we could have done?	*See end of document					
Q.4 How do you rate our staff for professionalism and courtesy?	Excellent 18.18%	Good 81.81%	Fair	Poor		
Q.5 How do you rate any advice/information we gave you?	Excellent 81.81%	Good 18.18%	Fair	Poor		
Q.6 Please rate how promptly we dealt with your problem/issue/query	Excellent 27.27%	Good 36.36%	Fair 27.27%	Poor 9.09%		
Q.7 Did we keep you informed about what we were doing?	Yes 27.27%	No 36.36%			N/A 36.36%	
Q.8 How easy did you find it to contact us?	Very easy 45.45%	Easy 45.45%	Quite easy 9.09%	Difficult		
Q.9 Did we use plain English (avoiding jargon)?	Yes 100%	No				
Q.10 How would you rate our website at www.wychavon.gov.uk/es?	Excellent	Good 18.18%	Fair	Poor	Not seen 81.81%	Comments See end of document

Q.11 If we need to contact you in the future, how do you prefer to be contacted?

Letter	Phone	e-mail	text
		100%	

12. Further comments:

13. Would you like a response to your comments?

Yes	No
	100%

Would you be willing to spend a few minutes more at a later date to help us further by answering another short questionnaire?

Yes	No	Not answered
36.36%	27.27%	36.36%

***Comments from Q.3**

"Sometimes a quicker decision would be helpful"

"Still awaiting a response re Abbatoir buildings "

"Would be useful to know progress/timescales when requests are made"

Comments from Q.12

"Concern that capacity is an issue"

"Property Services website aimed at external customers not internal"

"At times it has taken a long time to receive responses. Is capacity an issue within the team as some staff seem to be busy?"

"We have had excellent service on the whole. This has sadly been let down by the clearing standards which have a lot to be desired"