

CUSTOMER SATISFACTION SURVEY

Property Services - Tenants

Q.1 Overall - How did you rate our service?	Excellent 72.42%	Good 14.28%	Fair 14.28%	Poor	
Q.2 Was your particular problem resolved or query answered	Yes 85.71%	No 14.28%			
Q.3 Do you think we could have done more?	Yes* 14.28%	No 85.71%			
If yes* please tell us what you feel we could have done?	Changes in staff led to lack of continuity & the same problem being discussed again and again. Some issues resolved, some not.				
Q.4 How do you rate our staff for professionalism and courtesy?	Excellent 85.71%	Good 14.28%	Fair	Poor	
Q.5 How do you rate any advice/information we gave you?	Excellent 42.85%	Good 57.14%	Fair	Poor	
Q.6 Please rate how promptly we dealt with your problem/issue/query	Excellent 57.14%	Good 28.57%	Fair 14.28%	Poor	
Q.7 Did we keep you informed about what we were doing?	Yes 100%	No	N/A		
Q.8 How easy did you find it to contact us?	Very easy 71.42%	Easy 14.28%	Quite easy 14.28%	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 42.85%	Fair	Poor	Not seen 57.14%

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

Letter	Phone	e-mail	text
14.28%	85.71%		

12. Further comments:

13. Would you like a response to your comments?

Yes	No
14.28%	85.71%

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
100%	