

CUSTOMER SATISFACTION SURVEY

ANALYSIS

Customer Satisfaction Survey

Babergh District Council is currently carrying out a review of its enforcement activities.

I would be grateful if you could spare a few minutes to answer some questions on the visit you recently received. Your answers will help us to review the service and introduce improvements if these are found to be necessary.

Your comments will be treated in the strictest confidence, and will be used only for service improvement.

You will be asked to grade the service you received on a scale of 1 (excellent) to 5 (poor).

When the officer visited your premises, how satisfied were you with the following:-		1	2	3	4	5
1	Courtesy of the officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	The explanation or reason for the visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	The explanation of what was found during the visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The explanation of what action was necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	The way in which your questions were answered by the officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	How helpful did you find any advice given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you were dissatisfied with the service you received, why was that?

We will not be able to respond to your comments on an individual basis, but they will be taken into account in our review of the service and the results will be published.

This questionnaire is anonymous. It may be helpful to us if we were able to record your contact number in the event of us needing more information.

May I record your contact number?

Yes..... No.....

Contact Name

Contact Number

A TOTAL OF 20 QUESTIONNAIRES RETURNED.

1. Courtesy of the officer

Absolute Analysis % Respondents	
Base	20 100.0%
Missing	
No reply	- -
Courtesy of the officer	
1	16 80.0%
2	3 15.0%
3	- -
4	1 5.0%
5	- -

2. The explanation or reason for the visit

Absolute Analysis % Respondents	
Base	20 100.0%
Missing	
No reply	- -
The explanation or reason for the visit	
1	13 65.0%
2	6 30.0%
3	- -
4	1 5.0%
5	- -

3. The explanation of what was found during the visit

Absolute Analysis % Respondents	
Base	20 100.0%
Missing	
No reply	- -
The explanation of what was found during the visit	
1	10 50.0%
2	8 40.0%
3	- -
4	1 5.0%
5	1 5.0%

4. The explanation of what action was necessary

Absolute Analysis % Respondents	
Base	20 100.0%
Missing	
No reply	- -
The explanation of what action was necessary	
1	14 70.0%
2	3 15.0%
3	1 5.0%
4	1 5.0%
5	1 5.0%

5. The way in which your questions were answered by the officer

Absolute Analysis % Respondents	
Base	20 100.0%
Missing	
No reply	- -
The way in which your questions were answered by the officer	
1	13 65.0%
2	5 25.0%
3	1 5.0%
4	1 5.0%
5	- -

6. How helpful did you find any advice given

Absolute Analysis % Respondents	
Base	20 100.0%
Missing	
No reply	- -
How helpful did you find any advice given	
1	12 60.0%
2	6 30.0%
3	- -
4	1 5.0%
5	1 5.0%

If you were dissatisfied with the service you received, why was that?

1. Short notice of visit.

May I record your contact number?

Absolute Analysis % Respondents	
Base	20 100.0%
Missing	
No reply	1 5.0%
May I record your contact number?	
Yes	19 95.0%
No	- -