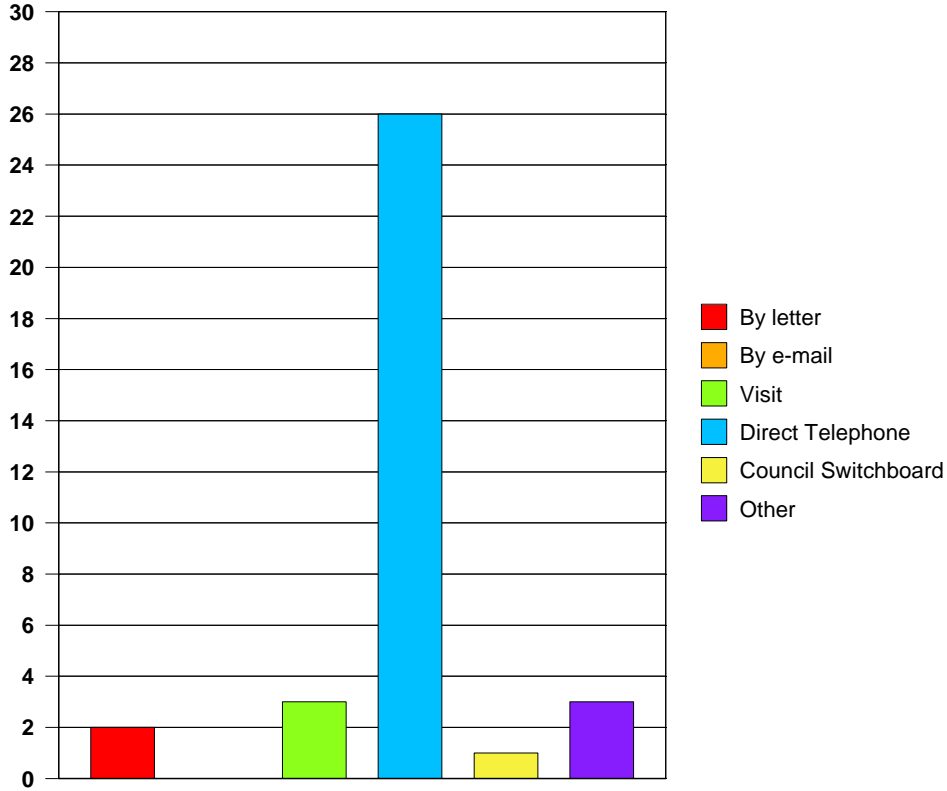


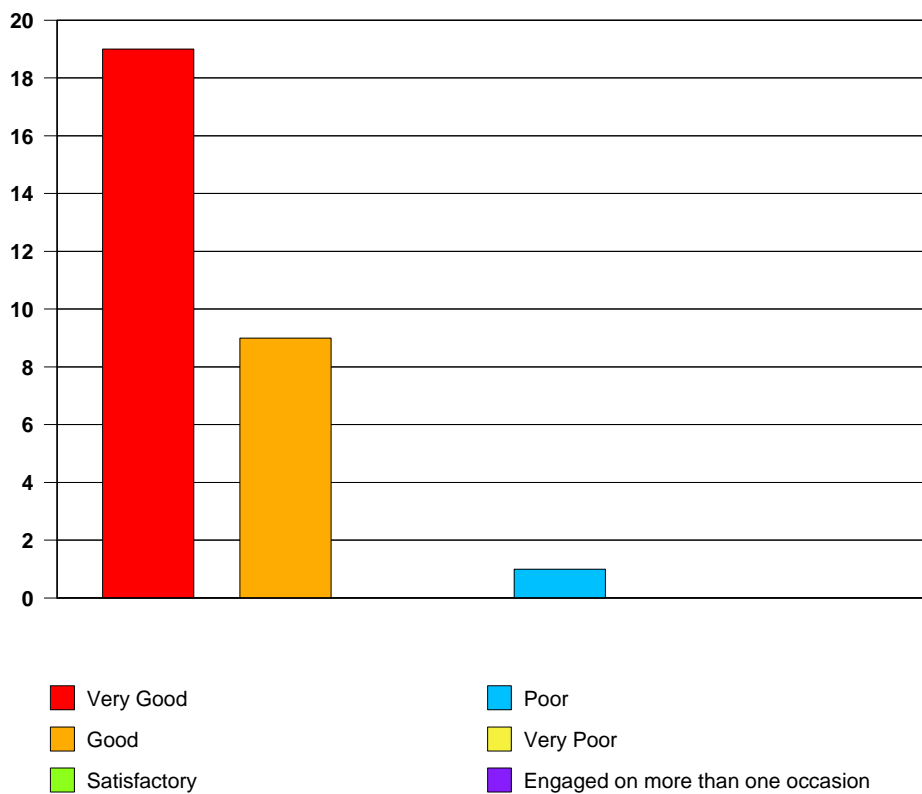
ENVIRONMENTAL SERVICES DIVISION
CUSTOMER SATISFACTION TELEPHONE SURVEY

A total of 33 cases were input.

Q1. How did you contact the Environmental Services Division:

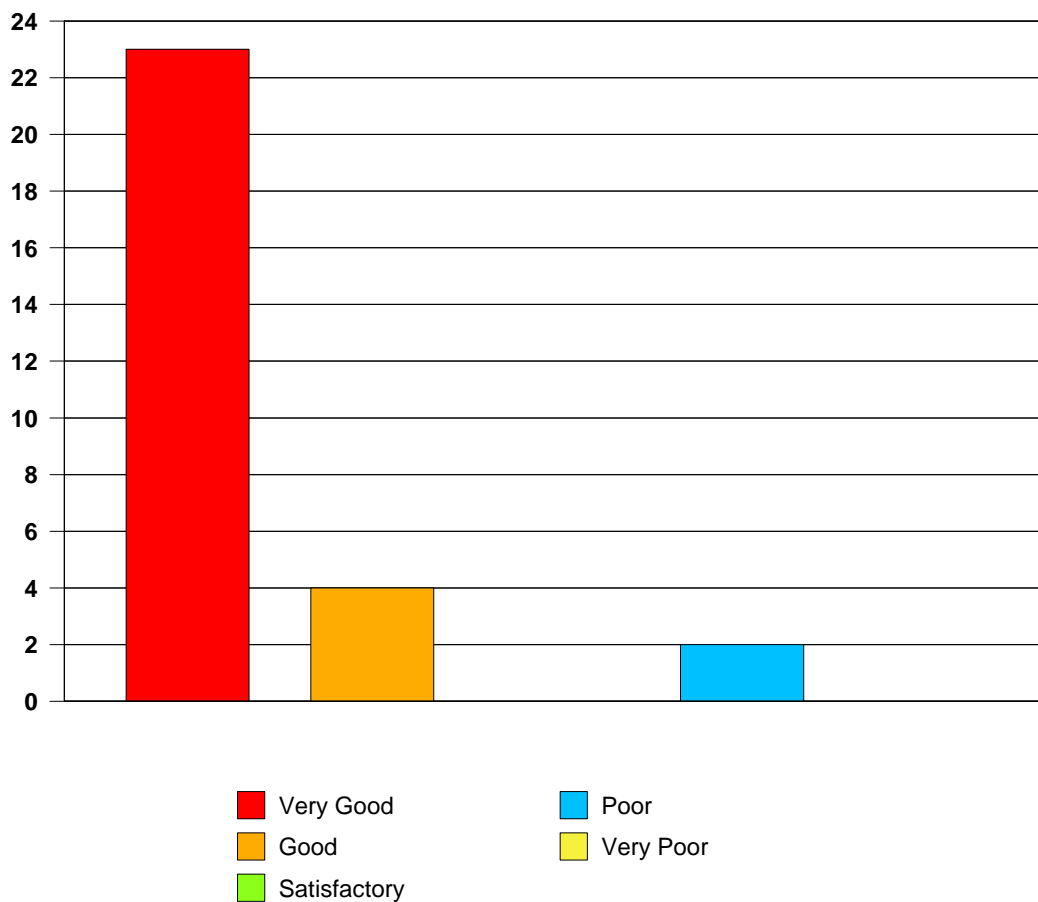


Q2. If by phone or visit:
how would you describe the speed of the response:

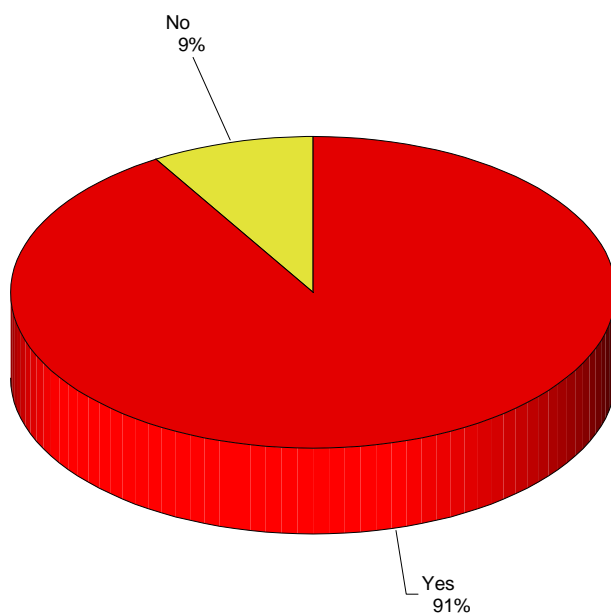


Q3. If by phone or visit:

how did you rate the attitude of the person to whom you spoke:

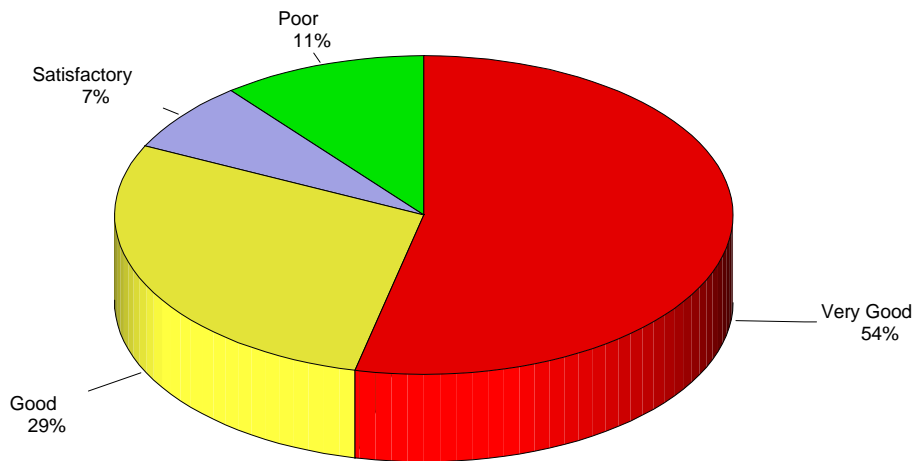


Q4. Were you given a name so you knew to whom you spoke?



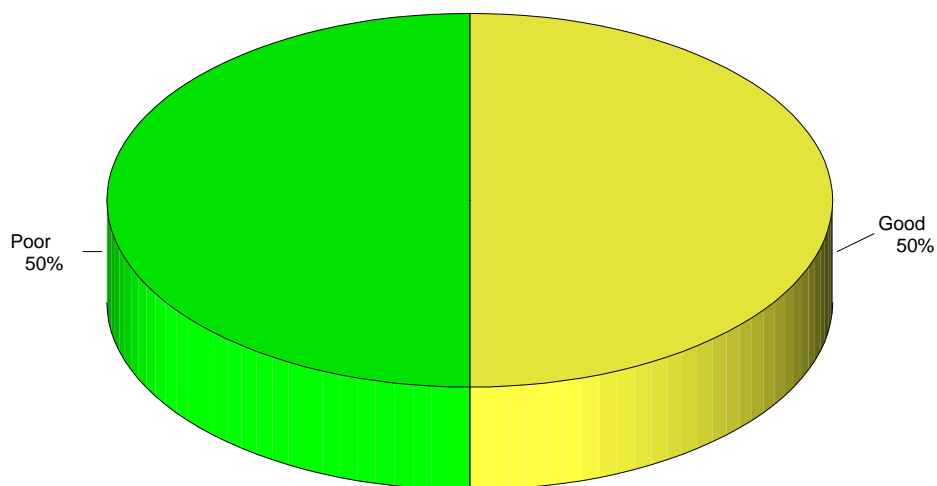
Q5.

How did you rate the quality of the information given:



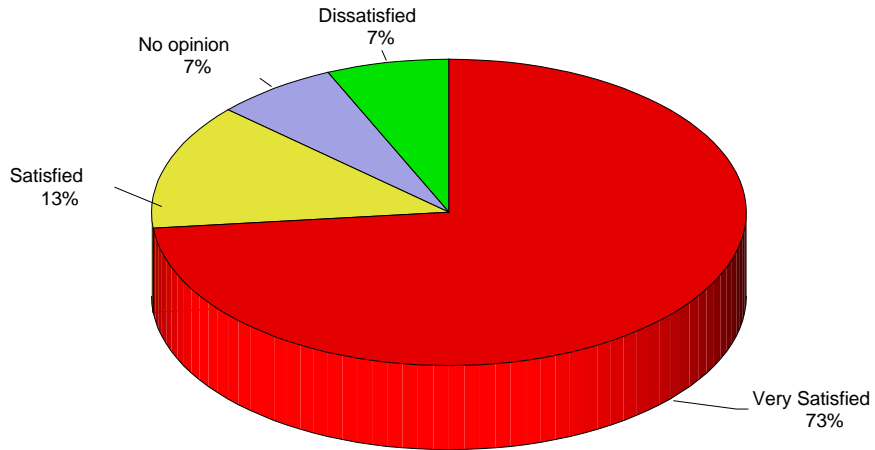
Q6.

If by other means how did you rate the time taken to respond to you:



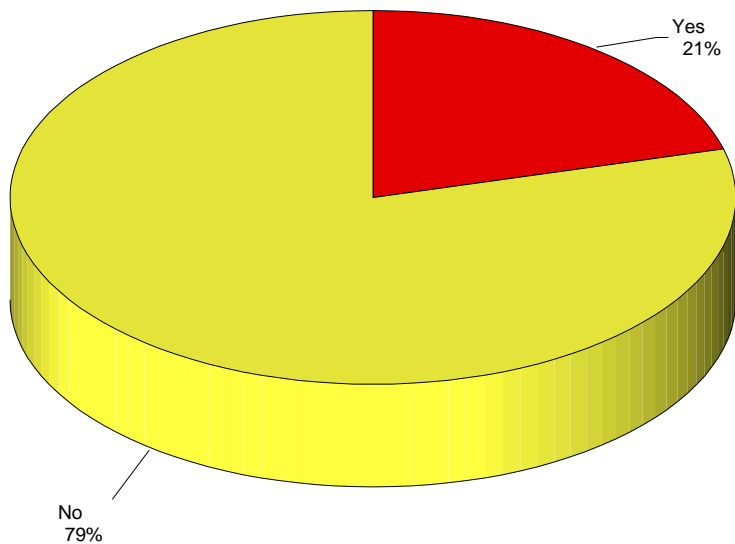
Q7.

Overall, how satisfied were you with your first contact with Environmental Services:

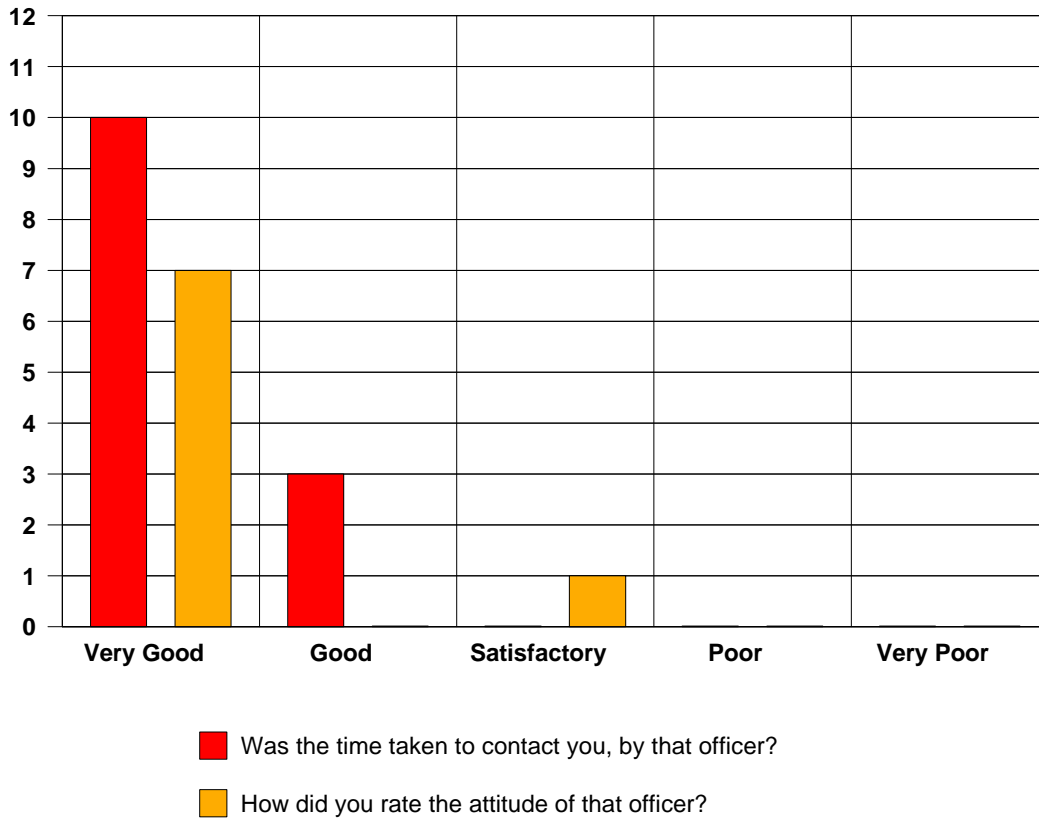


Q8.

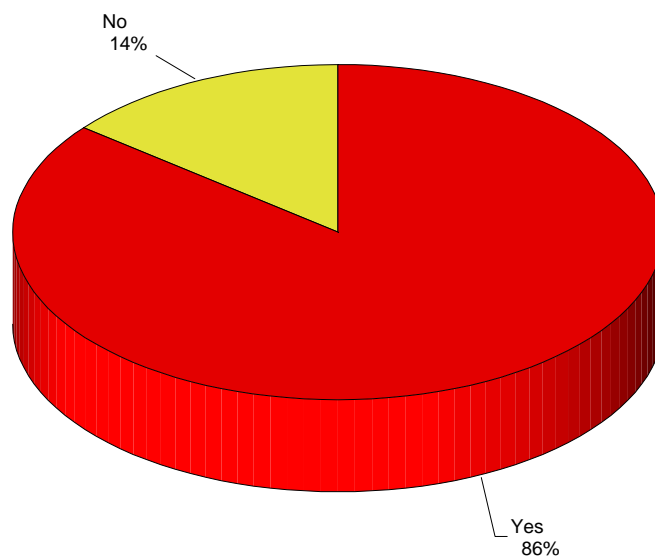
Were you referred to a Contractor (ie. Cannon Hygiene, Cleanaway)?



Q9. If your enquiry was referred to a "case officer" (ie. someone dealing with your particular matter):

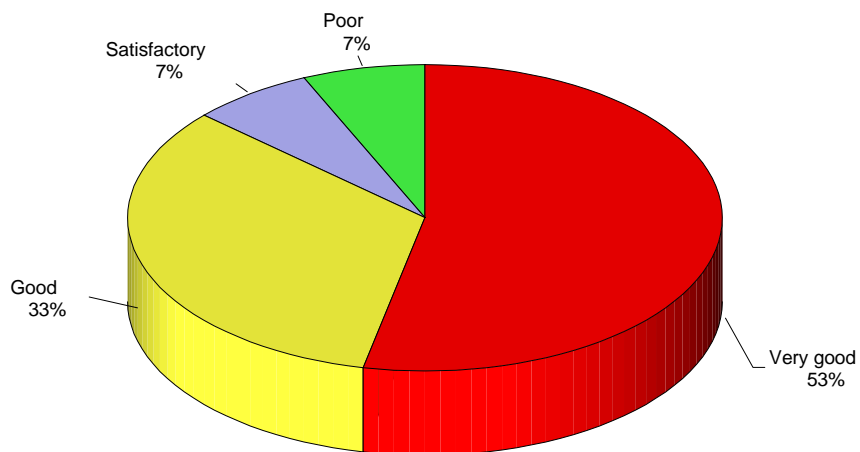


Q10. Did you receive a clear explanation as to how your enquiry/complaint would be handled?



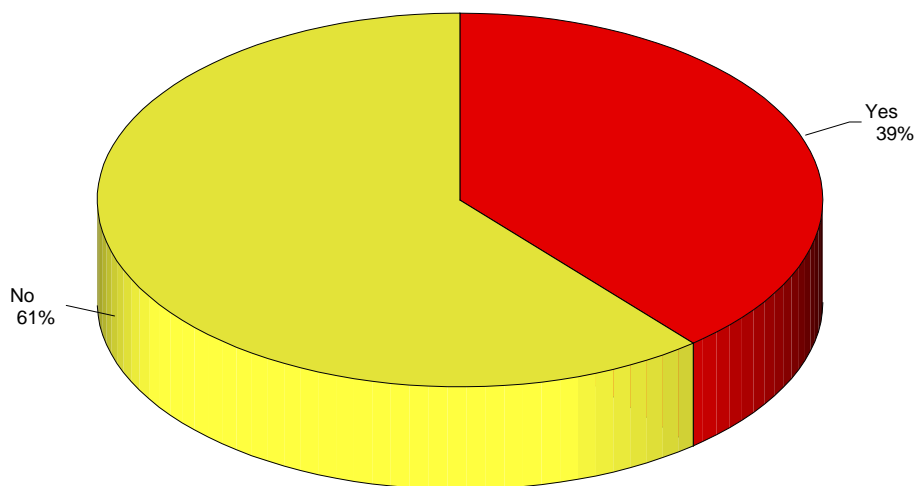
Q11.

How did you rate the advice/information given or the appropriateness of the action proposed?



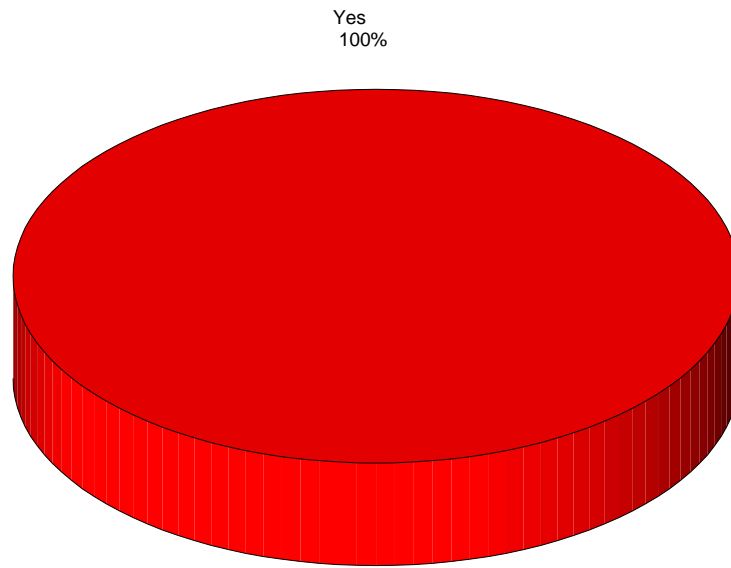
Q12.

Did you receive a written response to your enquiry?



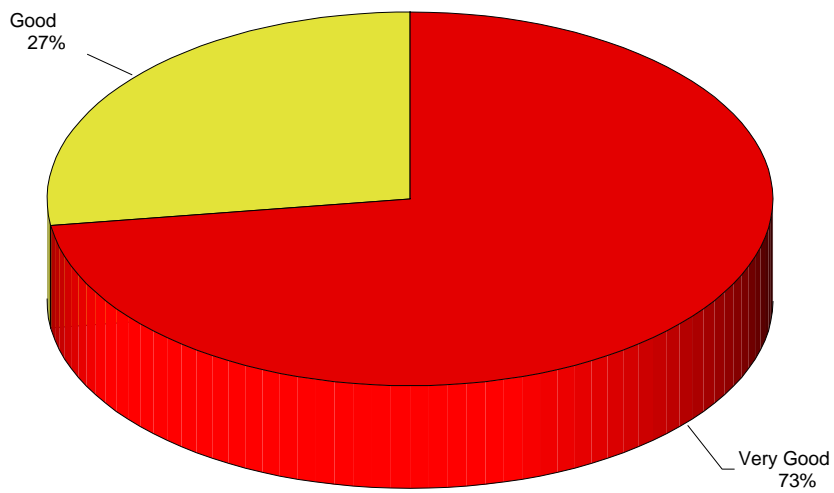
Q13.

Was it clear and understandable?



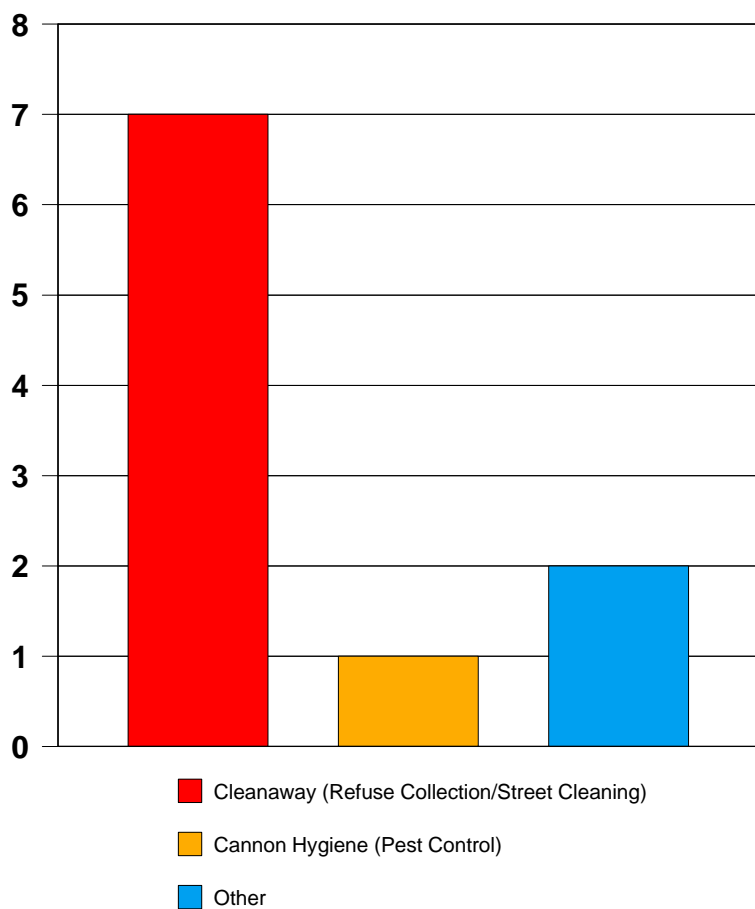
Q14.

Overall how would you rate the performance of the officer dealing with your case?



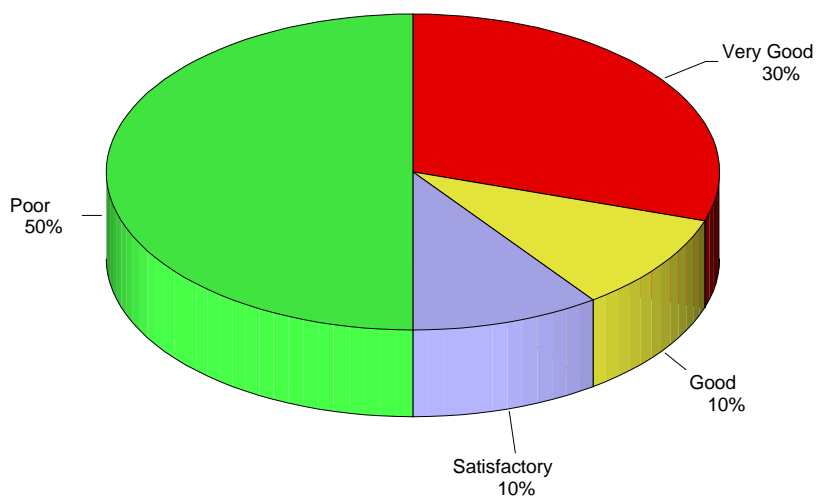
Q15.

Which Contractor did you contact?



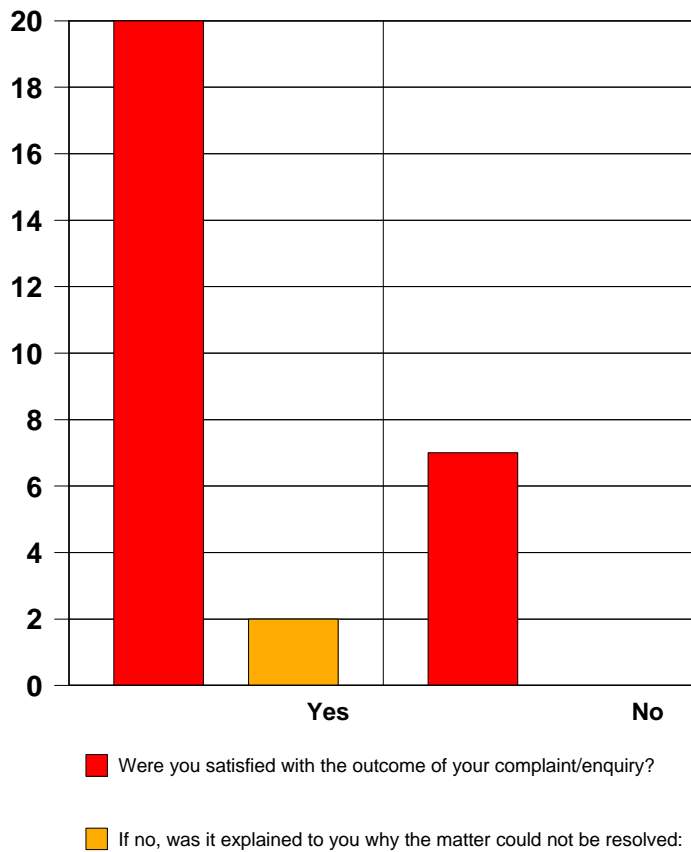
Q16.

Overall, how would you rate the performance of the contractor dealing with your enquiry/complaint:



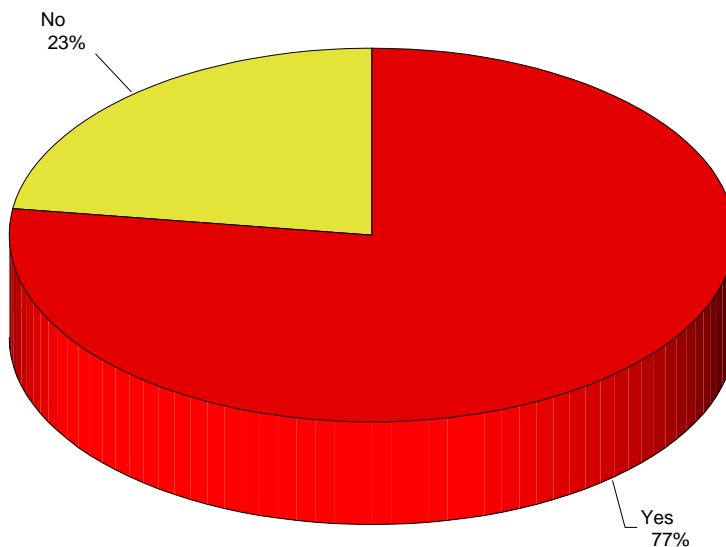
Q17.

If the case has been completed:



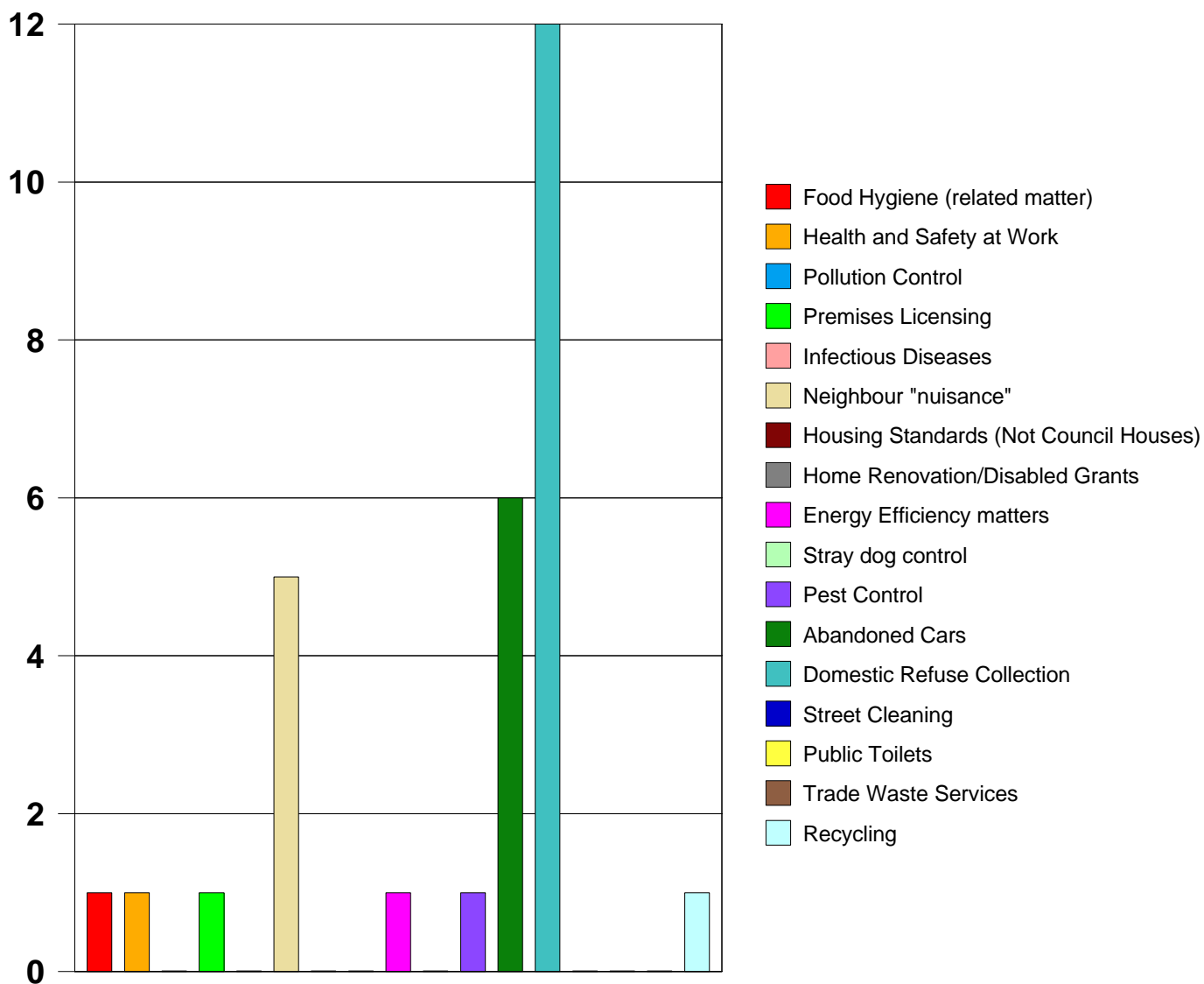
Q18.

Irrespective of the outcome, are you/were you satisfied with the way your complaint/enquiry is being/was handled?



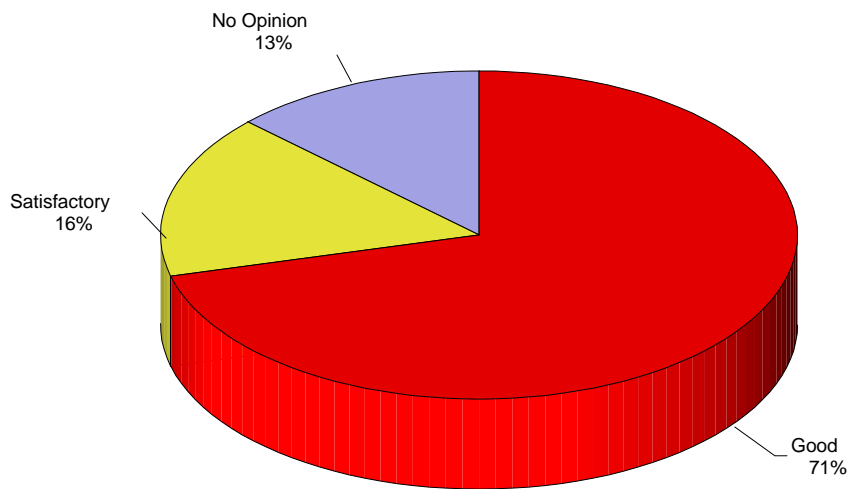
Q19.

How would you describe the nature of your enquiry/complaint?



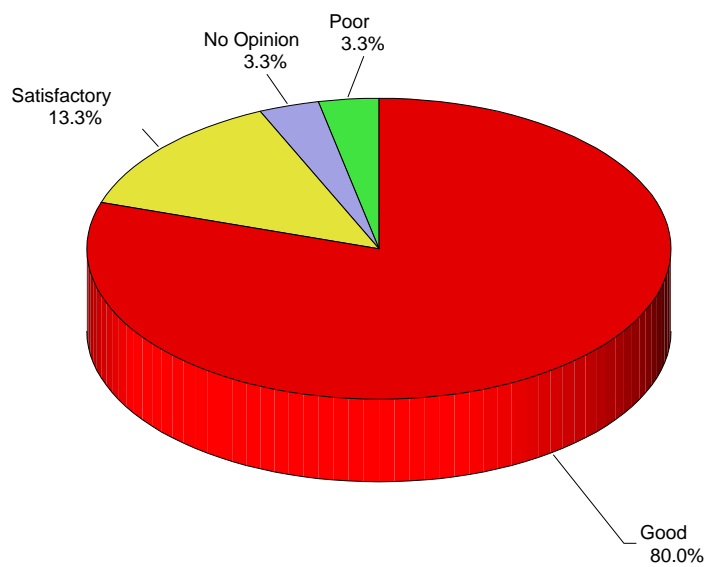
Q20.

In terms of value for money is this:



Q.21.

In terms of value for money is this:



AND FINALLY:

Had strong back around for a week. Return bin to property. Needs more than 1 pink bag.

Would like larger bin as 7 in family and only has a small bin.

More collection at Pin Mill - is a disgrace.

Would like lane swept sometimes.

More Recycling

Wheelie bins put away by people out of sight.

One to one correspondence to clear up matter.

Brown bin scheme.

Very pleased with service everytime she rang from Babergh.

3 weeks for contractor contact.

Want brown bin.

Told info would be passed to Engineers but light still not working in Car Park Lamp No. 116.

Insufficient bits of local authority.

Inappropriate location of Play Centre. Moves when money is put in it and encourages them to climb.

Containers for garden refuse at Sudbury Amenity Site always full.

Would have liked a written response. Was told bin.

Further examination and breaking down of recyclable refuse. List more care how we dispose of rubbish.

Gave up waiting for somebody to ring back.

Car still there!

Wouldn't go out when she wanted. Knocked at door and was on mobile, gave him 2 plastic bags to get rid of rat and put in wheelie bin - crawling with maggots.