

**BABERGH DISTRICT COUNCIL**

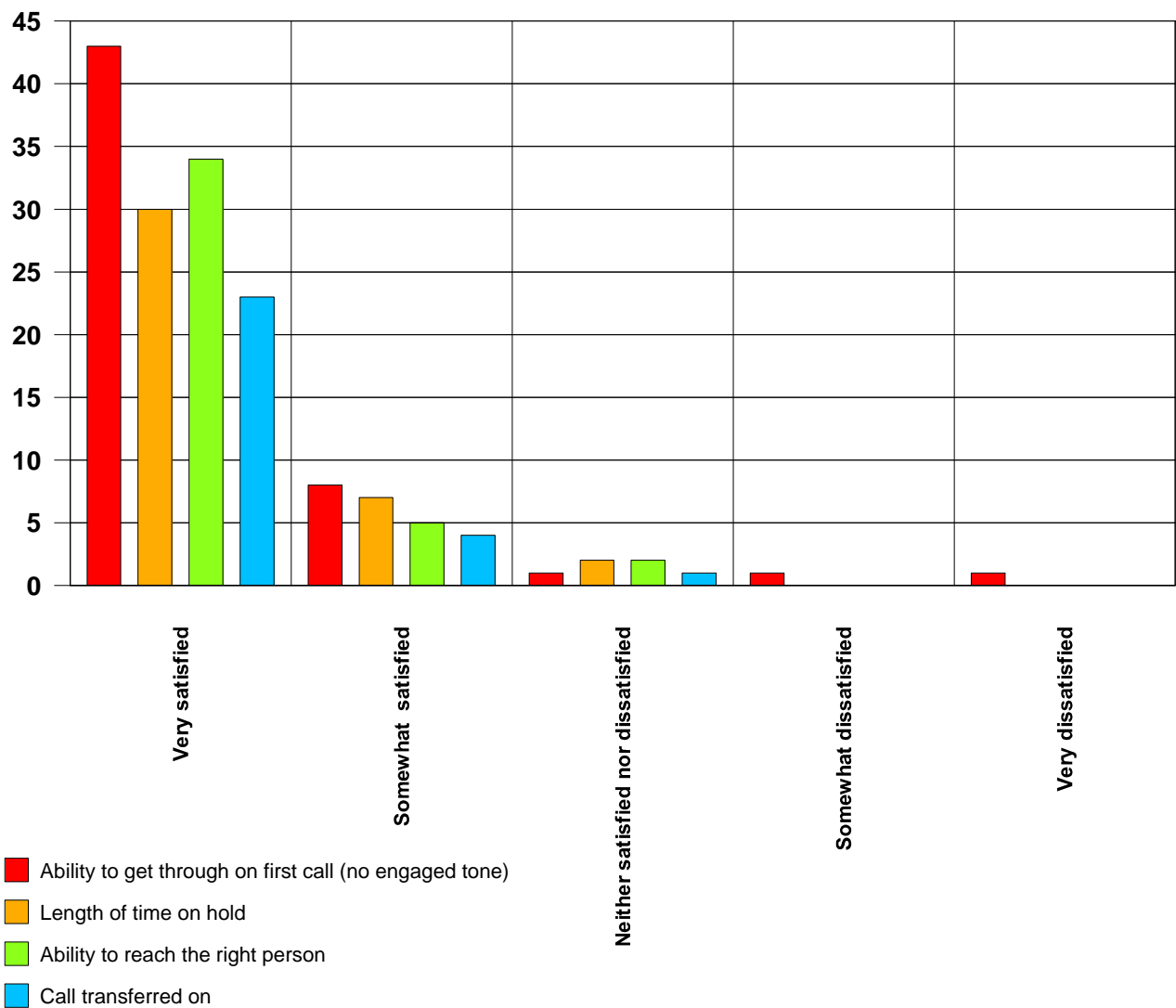
**LOCAL TAXATION DIVISION - HOW WELL ARE WE DOING**

**TELEPHONE SURVEY**

As at 14 December 2001, a total of 55 responses were received from this round of the survey.

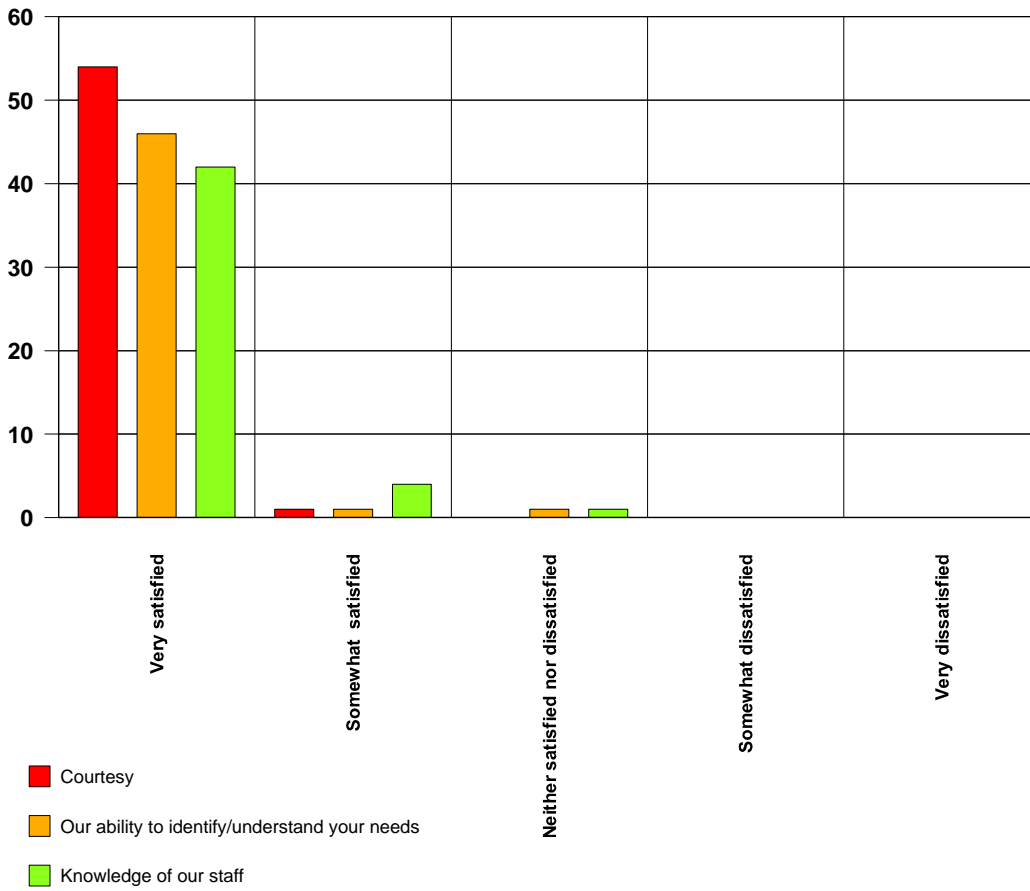
**EASE OF CONTACT US**

1. How satisfied are you with the ease of contacting us?



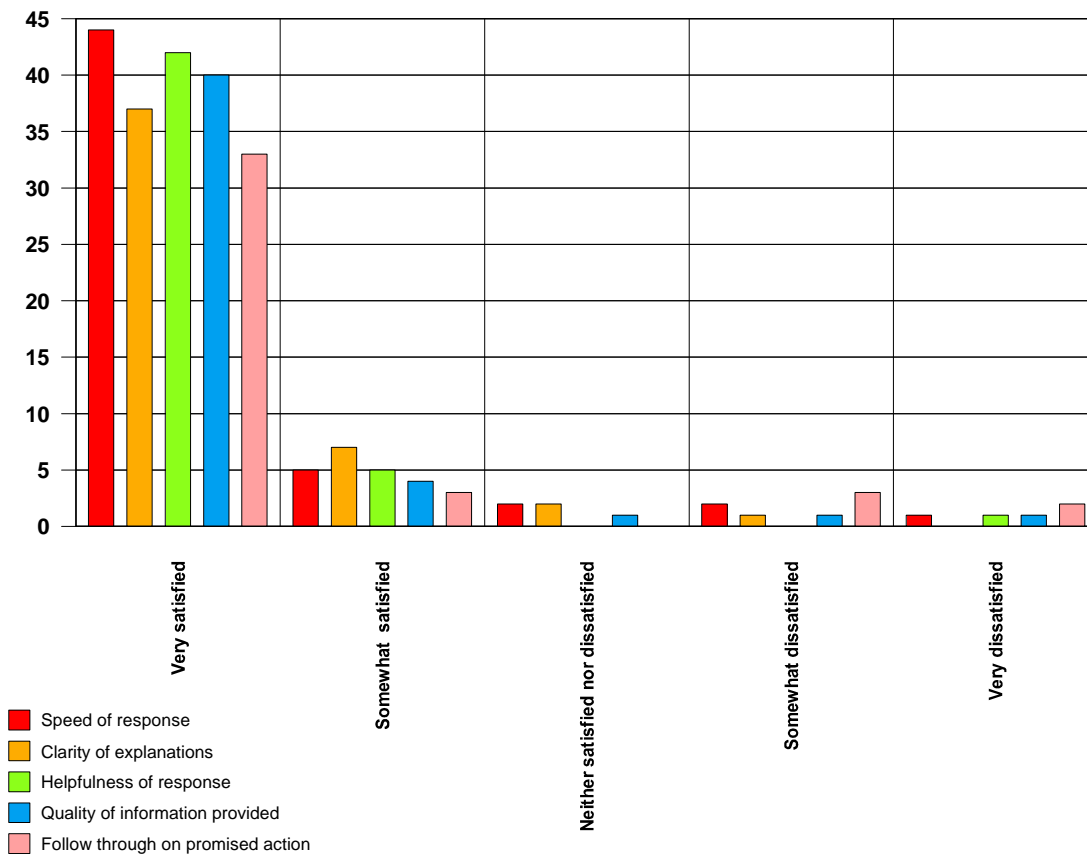
**OUR PEOPLE**

2. How satisfied are you with the person who handled your call?

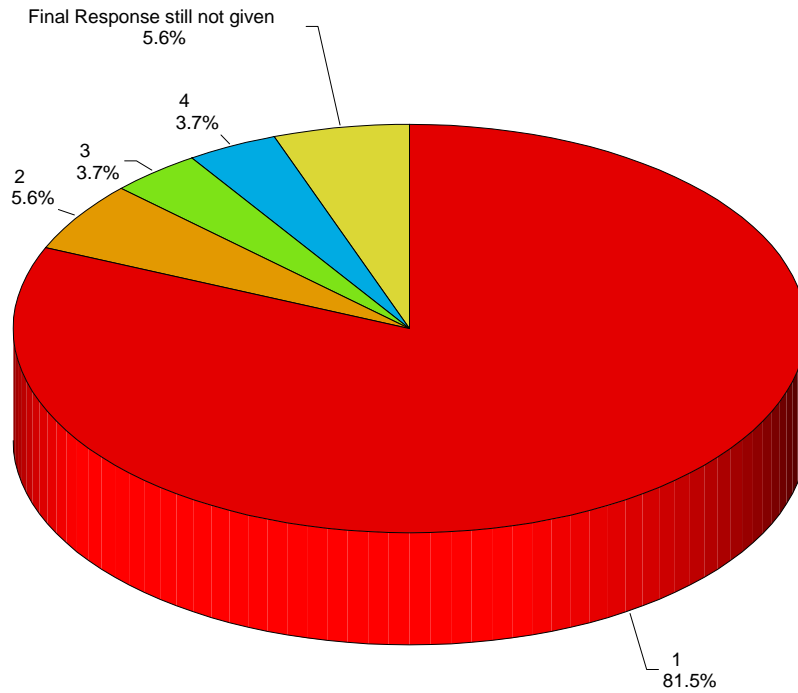


**OUR RESPONSE TO YOU**

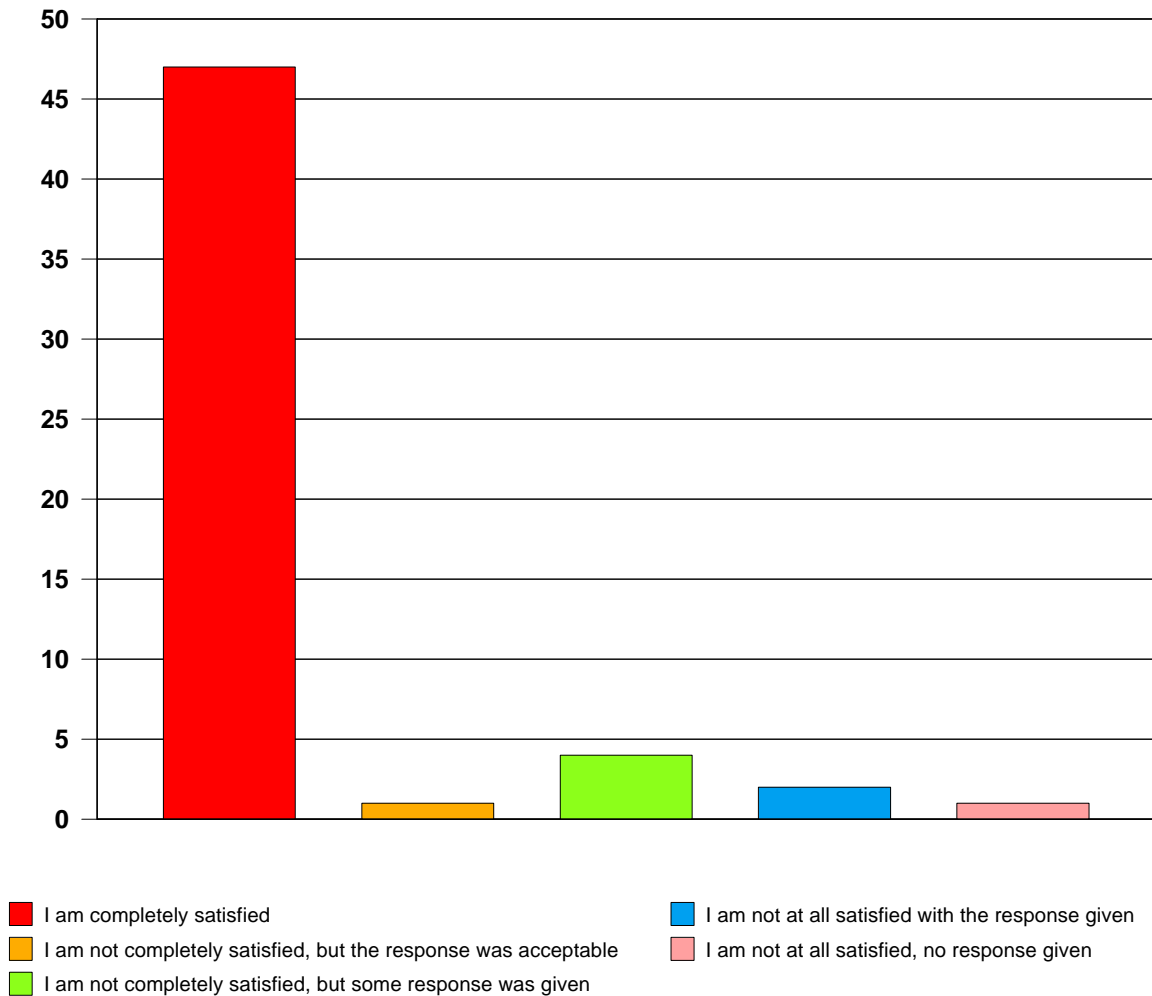
3. How satisfied are you with our response?



4. In total, how many times did you have to contact Babergh before receiving a response from us?



5. Which one of the following statements best describes your feelings about the way in which we handled your enquiry?



## IN THE FUTURE

6. If the Council's name cropped up in everyday conversation, would you mention your experience of contact us?

