

Customer Services Satisfaction Survey

April 2009 - March 2010



Customer reference number

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Which of the following Service units did the client contact us about? (tick one box only)

- Building Consultancy
 Libraries
 ECPS
 Leisure Services
 Planning
 Poole Adult Learning
 Revenues/Benefits
 Transportation Services
 Other

Introduction

Good morning/afternoon, could I speak to Mr/Mrs *surname*?

Hello, my name is *name* and I am calling from the Borough of Poole.

I am carrying out a survey with customers who have recently contacted us to help to improve our service. Is it convenient to ask you a few questions about your recent contact?

(IF YES) Thank you. All responses are treated in the strictest confidence and will only be used to identify ways to improve our service.

If you do not wish to answer a particular question for any reason, please let me know and I will move on.

(IF NO) Thank you for your time, I am sorry for disturbing you.

Information About Your Call

First of all, I would like to ask some questions regarding your most recent call....

Q1

On a scale of 1 to 10, (where 1 is very dissatisfied and 10 is very satisfied) how satisfied or dissatisfied were you with the following factors regarding your call?

Very dissatisfied \longrightarrow Very satisfied

1 2 3 4 5 6 7 8 9 10 Don't know n/a

The ease in finding the telephone number to contact

How did you find the number to contact us?

- BT Phone Book (not yellow pages)
 Other Council leaflet / brochure
 Yellow Pages
 Library book / card
 Thomson Local
 boroughofpoole.com
 Council's A-Z of services
 Other website
 Letter from Council
 Other, please type in

The speed in answering your telephone call

The courteousness of the advisor

The clarity of any information given

The overall duration of the call

Q2

Do you have any comments on how we handled your call?

Please type comments in the space below (up to 255 characters).

Q3**Is there anything we could do differently in future to improve our service for you?***Please type comments in the space below (up to 255 characters).*

Contacting the Borough of Poole

I would now like to ask about how often you contact the Council....**Q4****How often do you contact the Council by phone? PROMPT IF NEEDED.**

- More than once a week About once every 2 to 6 months
- About once a week Less than once every 6 months
- About once a month This is the first time I have contacted the Council

Q5**How often do you visit the Council's website, boroughofpoole.com? PROMPT IF NEEDED.**

- More than once a week About once every 2 to 6 months
- About once a week Less than once every 6 months
- About once a month Never

About You

The next questions will help us to interpret the results and identify ways to improve our service. Your details will remain confidential at all times.**Q6****What age group do you fall into?** Under 18 18-24 25-44 45-59 60-64 65-74 75 or over**Q7****Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time).**

- Yes (Go to Q8) No (you do not need to answer any more questions)

Q8**Does this illness or disability limit your activities in any way?**

- Yes (Go to next question) No

If yes, in what way does this limit your activities?

- Hearing Mobility Visual Other *Please write in below.*

Q9**Can you please tell me your postcode? This will be used purely to analyse the pattern of responses across the Borough.**

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Thank you very much for taking part in this survey. We will publish a summary of the results in Poole News and on the Council's website.**Please answer this question yourself. Is the respondent male or female?**

- Male Female