

CUSTOMER SERVICE SURVEY

3. WHAT IS YOUR LEVEL OF SATISFACTION WITH OUR SERVICES? (continued from pg 1)

Our Sections	Please rate each of our Sections against the criteria listed below.						1=Worse 2=Same 3=Better
	Rating values: 1 = Very Poor 2 = Not Satisfactory 3 = Satisfactory 4 = Good 5 = Excellent						
	Overall	Accessible	Responsive	Reliable	Professional	Understanding	Improved
<i>Example row only – shade in your rating</i>	① ② ● ④ ⑤	① ② ● ④ ⑤	① ② ● ④ ⑤	① ② ● ④ ⑤	① ② ● ④ ⑤	① ② ● ④ ⑤	① ● ③
Construction	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③
Engineering	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③
Environmental	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③
Furniture	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③
Grounds	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③
Mailroom	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③
Admin	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③
Planning	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③
Security	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③
Transport	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③
Works Control	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③

4. WHAT SECTION OR SERVICE ARE YOU MOST HAPPY WITH, AND WHY?

5. WHAT SECTION OR SERVICE ARE YOU LEAST HAPPY WITH, AND WHY?

6. DO YOU HAVE ANY OTHER COMMENTS, IMPROVEMENT SUGGESTIONS, IDEAS OR ISSUES?

7. WOULD YOU LIKE US TO CONTACT YOU TO RESPOND TO YOUR FEEDBACK?

– If Yes, please complete these details:

Your Name: _____ Your Dept/School: _____

Your ContactPhone No.: _____ Your Email Address: _____

Which of our Sections should contact you (if known): _____

*We thank you for your participation in our survey –
the results of which will help us improve our services to you.*