

MENDIP DISTRICT COUNCIL LAND CHARGES SATISFACTION SURVEY

We would be very grateful if you could spend a few minutes completing the following survey about your recent contact with Land Charges. This will enable us to learn from your feedback and improve the service we offer you.

Many thanks.

Local Land Charges Team

1. Details of recent contact with Land Charges (e.g. **Personal search**)

2. Thinking about your contact with Land Charges, please indicate how satisfied you were with each of the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The speed with which your query was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of the Land Charges Officer dealing with your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Politeness of the Land Charges Officer dealing with your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional knowledge of the Land Charges Officer dealing with your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The outcome of your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Please indicate whether you agree or disagree with each of the following statements

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My query was explained in a way I could understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was confident that what I was told was correct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given all the information/advice I needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was treated with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. How satisfied or dissatisfied were you with the overall quality of the service you received?

Very satisfied

Fairly satisfied

Neither
satisfied nor
dissatisfied

Fairly
dissatisfied

Very dissatisfied

5. Please use the space below for any comment or suggestions about how we can improve our customer service.

6. Date Completed

**Many thanks for taking the time to complete this survey
Please return to Land Charges**

**If you have any queries relating to this survey please contact Carol Taylor,
Senior Land Charges Officer on 01749 341384**