

Customer Survey Certificates

Q1 How did you order your certificates?

On-line By post By phone

Q2 Was your certificate for family history purposes?

Yes No

Q3 How long did you have to wait to receive your certificate from the date of application?

3 days or less 4 days

5 days Longer than 5 days

Q4 How satisfied were you with the turnaround time

Very Satisfactory Satisfactory

Unsatisfactory Very Unsatisfactory

Q5 Did you find the application process easy to follow:

Yes No

Q6 How satisfied were you with the quality of the certificate?

.....
Very Satisfactory Satisfactory

Unsatisfactory Very Unsatisfactory

Q7 How could we improve the service that we offer?

.....
Any other comments:

Q8 Did you have any special needs that were not catered for?

Yes No

If so please tell us

Q9 Are you aware of Shropshire Registration Services Complaints Policy?

Yes No

If you have a complaint about any aspect of the service that you received please contact

Shropshire Registration Service Manager
Legal & Democratic Services
The Shirehall
Abbey Foregate
SHREWSBURY
SY2 6ND

Tel: 0845 678 9016
e-mail: registrars@shropshire-cc.gov.uk

Thank you very much for taking part in this survey. Please return your completed questionnaire in the envelope provided.

The results of this survey will be shown on our website www.Shropshire.gov.uk/registrar.nsf

Please tell us your name and address if you would like a response to any of the comments made, all information will be treated in the strictest confidence.