

Shropshire Registration Service

Customer Survey

(B/D/N)

You have recently had reason to visit Shropshire Registration Service and we would very much appreciate your experience to help us maintain or improve the level of service that we give to the people of Shropshire. We realise that this is a difficult or busy time for you but it would really help us if you could find time to complete this questionnaire and return it to us in the pre paid envelope provided.

All survey results will be published on our website www.shropshire.gov.uk or will be available to view at any of the Registration Service Points around the county.

Questions:

Q1 Where was the Registration Service Office that you visited?

(please tick)

Bishops Castle		Ellesmere		Shrewsbury	
Bridgnorth		Ludlow		Royal Shrewsbury Hospital	
Church Stretton		Market Drayton		Whitchurch	
Craven Arms		Oswestry		Wem	

Q2. What was the purpose of your visit to Shropshire Registration Service?

(please tick)

To register a birth		To register a death	
To give notice of Marriage or Civil Partnership			

Q3. Did you have access to any of Shropshire Registration Service's written Information (either leaflets or website) on registering births, deaths or giving notice prior to your visit?

(please tick)

Yes		If Yes what did you see?
No		

Q4. Did you make an appointment?

(please tick)

Yes		No	
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Q5. How did you make your appointment?–

Phone		Online	
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If you did not make an appointment please go to Question 7

Q6. When you contacted the service were you offered an appointment on?

(Please tick)

The same day		Within 4 Days	
The next day		Within 5 Days	
Within 2 Days		Longer than 5 Days	
Within 3 Days			

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Q7. If you contacted the service by phone how satisfied were you with the service that you received?

(please tick)

Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Did not contact the service by phone							

Q8. How long did you wait to be seen by a Registration Officer?

Those with an appointment please tick the box which applies		Those without an appointment please tick the box which applies	
Was seen at my appointed time.		Seen straight away	
Less than 10 mins		Less than 10 minutes	
Less than 15 mins		Less than 30 minutes	
Less than 30 mins		Less than 1 hour	
Less than 1 hour		More than 1 hour	
Comments			

Q9. About opening hours, were the opening hours suitable?

(please tick)

Yes		No		Don't Know	
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If **No**, what would have been better?

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Q10. How satisfied were you with the service that you received from the Registrar?

Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Comments							

Q11. How satisfied were you with the service that you received from start to finish?

Very Satisfied		Satisfied		Unsatisfied		Very Unsatisfied	
Comments							

Q12 How would you rate the facilities of the office that you attended?

Very Good,		Good		Fair		Poor	
What would have been better?							

Q13 What could we do to improve the service that we offer?

Comments

if you would like a response to the comments that you have made please tell us your name and address:

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Q14 Did you have any special needs that were not catered for?

Yes No

If so please tell us

Q15 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.ShropshireOnline.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.