

Medway Registration Service

Customer Feedback Survey

Please take part in the Medway Registration Service's customer feedback survey by completing this questionnaire.

The purpose is to inform management what the service is doing well and how it can improve.

It should take less than 5 minutes to complete this questionnaire.

Your answers will be anonymous and confidential.

Please take note of instructions given in **red text**; this will enable you to skip irrelevant questions.

CONTACTING THE MEDWAY REGISTER OFFICE

Q1. Have you used a telephone to contact the Medway Register Office?

- Yes
No ⇒ **Go to Q5**

Q2. How did you find the Medway Register Office's telephone number?

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Q3. Was it easy to find the Medway Register Office's telephone number?

- Yes
No

Q4. When you dialled the Medway Register Office's telephone number, was it engaged?

- Yes How many times did you try to phone the Medway Register Office before speaking to the receptionist?
- No

Q5. Have you visited the Medway Register Office?

- Yes
No ⇒ **Go to Q8**

Q6. How easy was it to locate the Medway Register Office?

- Very easy Quite easy Quite difficult Very difficult

Q7. How much do you agree or disagree with the following statements:

When I visited the Medway Register Office ...

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
the reception / waiting area was a comfortable place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt comfortable in the reception / waiting area with people who were attending for different reasons (e.g. births and deaths)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you responded 'disagree' or 'strongly disagree', why did you feel uncomfortable?

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Q8. If you have used the Medway Register Office's website, did you find what you required?

- Yes
No Please specify what you could not find:

BIRTHS AND DEATHS

Q9. Have you telephoned / visited the Medway Register Office to register a birth or a death?

Yes

No ⇒ **Go to Q12**

Q10. How much do you agree or disagree with the following statements:

When I telephoned / visited the Medway Register Office to book an appointment to register a birth or a death ...

	Strongly agree	Agree	Disagree	Strongly disagree
I was offered an appointment on a convenient day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was offered an appointment at a convenient time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you responded 'disagree' or 'strongly disagree', why was the day or time offered not convenient?

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Q11. How much do you agree or disagree with the following statements:

When I visited the Medway Register Office to register a birth or a death ...

	Strongly agree	Agree	Disagree	Strongly disagree
the member of staff answered all of my questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was very satisfied with the way the registration was handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MARRIAGES AND CIVIL PARTNERSHIPS

Q12. Have you telephoned / visited the Medway Register Office to give notice of a marriage or a civil partnership?

Yes

No ⇒ **Go to Q15**

Q13. How much do you agree or disagree with the following statements:

When I telephoned / visited the Medway Register Office to book an appointment to give notice of a marriage or a civil partnership ...

	Strongly agree	Agree	Disagree	Strongly disagree
I was offered an appointment on a convenient day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was offered an appointment at a convenient time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you responded 'disagree' or 'strongly disagree', why was the day or time offered not convenient?

.....

Q14. How much do you agree or disagree with the following statements:

When I visited the Medway Register Office to give notice of a marriage or a civil partnership ...

	Strongly agree	Agree	Disagree	Strongly disagree
the member of staff answered all of my questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was very satisfied with the way the appointment was handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

APPLYING FOR A CERTIFICATE

Q15. Have you applied to the Medway Register Office for a certificate?

- Yes
No ⇒ **Go to Q20**

Q16. How did you apply to the Medway Register Office for a certificate?

- In person
Post
Telephone
Internet

Q17. If you have collected a certificate from the Medway Register Office, how many days did it take until it was ready for collection?

- Same day
Next day
2 days
3 days
1 week
Longer than 1 week Please specify:

Q18. If a certificate was posted to you, how many days did it take to arrive?

- 2 days
3 days
1 week
Longer than 1 week Please specify:

Q19. How much do you agree or disagree with the following statements:

When I telephoned / visited the Medway Register Office about a certificate...

	Strongly agree	Agree	Disagree	Strongly disagree
the member of staff answered all of my questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was very satisfied with the way the call was handled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20. If the Medway Registration Service could provide new facilities, what would you like to see introduced?

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ABOUT YOU

Please note that the following questions are optional, and that your answers will be anonymous and confidential.

Q21. What is your postcode?

Q22. Are you male or female?

Male
Female

Q23. What is your age?

Under 16	<input type="checkbox"/>	45 – 54	<input type="checkbox"/>
16 – 24	<input type="checkbox"/>	55 – 59	<input type="checkbox"/>
25 – 34	<input type="checkbox"/>	60 – 64	<input type="checkbox"/>
35 – 44	<input type="checkbox"/>	65 +	<input type="checkbox"/>

Q24. What is your ethnic group?

White – British	<input type="checkbox"/>	Asian or Asian British – Pakistani	<input type="checkbox"/>
White – Irish	<input type="checkbox"/>	Asian or Asian British – Bangladeshi	<input type="checkbox"/>
Any other White background	<input type="checkbox"/>	Any other Asian background	<input type="checkbox"/>
Mixed – White and Black Caribbean	<input type="checkbox"/>	Black or Black British – Caribbean	<input type="checkbox"/>
Mixed – White and Black African	<input type="checkbox"/>	Black or Black British – African	<input type="checkbox"/>
Mixed – White and Asian	<input type="checkbox"/>	Any other Black background	<input type="checkbox"/>
Any other mixed background	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Asian or Asian British – Indian	<input type="checkbox"/>	Other	<input type="checkbox"/>

Q25. Do you have a long-term illness, health problem or disability which limits your daily activity or the work you can do?

Yes
No

Thank you for completing this questionnaire.