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?**

…………………………………………………………………………………………………………...…………

**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 |  |  |  |  |  |
| I felt comfortable in the reception / waiting area with people who were attending for different reasons (e.g. births and deaths) |  |  |  |  |  |
|  |  |  |  |  |  |

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

……………………………………………………………………………………………………………………...

**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 |  |  |  |  |
| I was offered an appointment at a convenient time |  |  |  |  |

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

……………………………………………………………………………………………………………………...

**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 |  |  |  |  |
| I was very satisfied with the way the registration was handled |  |  |  |  |

# 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 |  |  |  |  |
| I was offered an appointment at a convenient time |  |  |  |  |

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 |  |  |  |  |
| I was very satisfied with the way the appointment was handled |  |  |  |  |

# 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 

1. days 
2. days 
3. week 

Longer than 1 week  Please specify: .………………………………………………………………………

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

1. days 
2. 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 |  |  |  |  |
| I was very satisfied with the way the call was handled |  |  |  |  |

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

……………………………………………………………………………………………………………………...

# 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  |
| 16 – 24  |
| 25 – 34  |
| 35 – 44  |

|  |
| --- |
| 45 – 54  |
| 55 – 59  |
| 60 – 64  |
| 65 +  |

**Q24. What is your ethnic group?**

|  |  |
| --- | --- |
| White – British  | Asian or Asian British – Pakistani  |
| White – Irish  | Asian or Asian British – Bangladeshi  |
| Any other White background  | Any other Asian background  |
| Mixed – White and Black Caribbean  | Black or Black British – Caribbean  |
| Mixed – White and Black African  | Black or Black British – African  |
| Mixed – White and Asian  | Any other Black background  |
| Any other mixed background  | Chinese  |
| Asian or Asian British – Indian  | Other  |

**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.**