

**LOCAL LAND CHARGES SERVICE
CUSTOMER SURVEY**

YOUR DETAILS: -	Name Company/Address				
	E-mail address				
1 – How satisfied are you with the quality of the information we provide?	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
2 – How quickly do we provide the information you ask for?	Very Quickly	Quickly	Average	Slowly	Very Slowly
3 – How do you rate the value for money of our services?	Very Good	Good	Average	Poor	Very Poor
4 – How satisfied are you with the courtesy/helpfulness of the staff?	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
5 – Please tell us whether you agree or disagree with the following statement: "The staff are knowledgeable about the services they provide"	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
6 – How often have you requested our services in the last three months?	Daily	Weekly	Monthly	Infrequently	Once
7 – If you have accessed our website, how easy have you found it to locate the Local Land Charges pages?	Very Easy	Easy	Neutral	Difficult	Very Difficult

*Thank you for taking the time to complete this Survey.
Please return the completed form in the envelope supplied.*

