

Reception customer survey for applicants and funded clients

1. Please confirm what prompted your visit to this office today?

A letter you received	
A telephone call you received	
Information you require	
Other	

2. Did you have any problems finding this office?

Yes	
No	

3. Did you have to wait to see someone on arrival at this office?

Yes	
No	

4. If yes, please say approximately how long you were waiting.

Minutes or seconds	
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5. Were you satisfied with the outcome of your visit to this office?

Very satisfied	
Fairly satisfied	
Not very satisfied	
Not satisfied at all	

6. If you would have preferred to have contacted us in an alternative way rather than by calling in, please confirm your preferred option?

Telephone call	
Letter	
E-mail	
Prefer face to face	

7. Are there any ways in which you think we could improve the service our reception provides?

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