**About the Survey**

Our Customer Satisfaction Survey’s purpose is to solicit feedback from those who engage our services and Office. It provides an opportunity for our customers to comment on areas for improvement in our service delivery and engagements.

**Filling out the survey:** Please give a rating by ticking the statement that best represents your opinion/view. We also welcome additional comments.

**SECTION 1:** CUSTOMER SERVICE

**Please rate how strongly you satisfied with each of the statements**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Not Satisfied  | Somewhat Satisfied  | Satisfied  | Very Satisfied  | Not applicable  |
| Professionalism  |  |  |  |  |  |
| Responsiveness to enquiries and needs  |  |  |  |  |  |
| Service quality  |  |  |  |  |  |
| Timeliness of responses |  |  |  |  |  |
| Performance of staff  |  |  |  |  |  |

**Overall, how satisfied are you with our customer service?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | 3 | 4 | 5 |

**SECTION 2:** LOCATION, INFORMATION, RESOURCES

Please rate how strongly you agree or disagree with each of the statements

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Totally disagree | Somewhat Disagree  | Somewhat Agree  | Totally Agree  | Not Applicable |
| Location is easy to find  |  |  |  |  |  |
| Website is easy to navigate and up to date |  |  |  |  |  |
| Staff always meet expectations |  |  |  |  |  |
| Information provided always meets my needs  |  |  |  |  |  |
| I would recommend it to others  |  |  |  |  |  |

**SECTION 3: OTHER**

**How familiar are you with our services?**

|  |  |
| --- | --- |
|  | I use your services frequently |
|  | I sometimes use your services |
|  | Only one time I used your services |
|  | I rarely use your services |
|  | Never used your services before |

**How likely are you to continue to use our services?**

|  |  |
| --- | --- |
|  | Very likely  |
|  | Likely  |
|  | Not likely  |
|  | Not like at all  |
|  | Not know |
|  | Other |

**Other comments/ suggestions:**

|  |
| --- |
|  |

**Details (optional)**

|  |  |
| --- | --- |
| Name  |  |
| Contact details  |  |

**…………………………………\*THANK YOU FOR YOUR FEEDBACK\*……………………………**