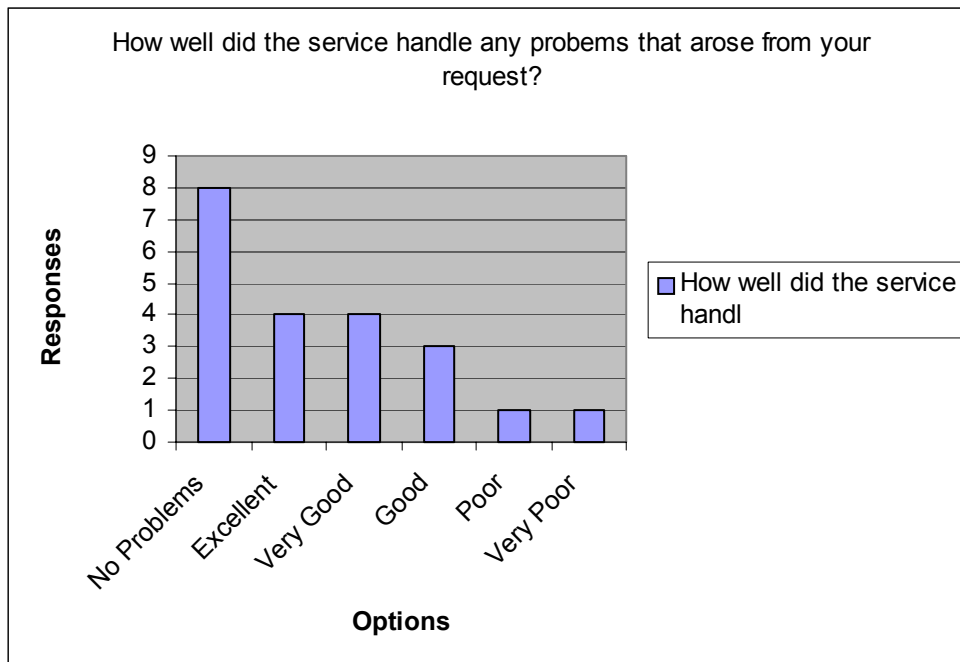
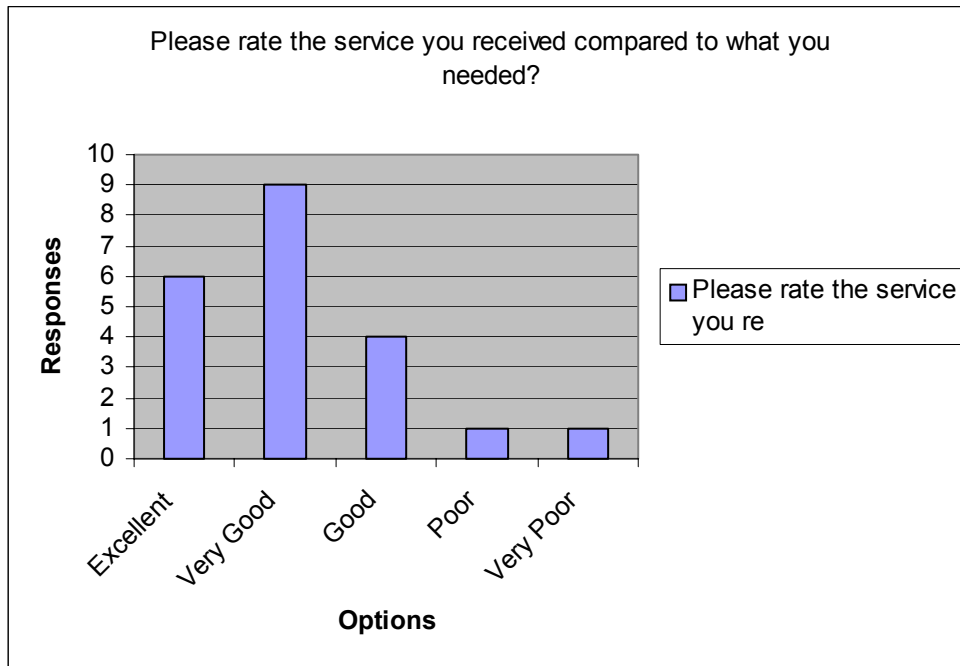


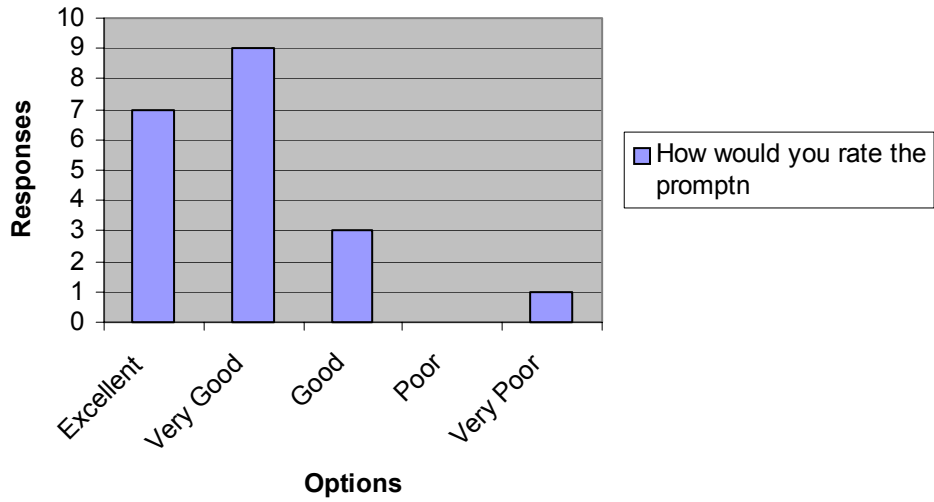
The Results of our Business Rates Customer Satisfaction Survey 2010-2011

312 customer satisfaction were issued in throughout 2010 and early 2011 to customers who had been in contact with the Revenues Unit within the last 12 months.

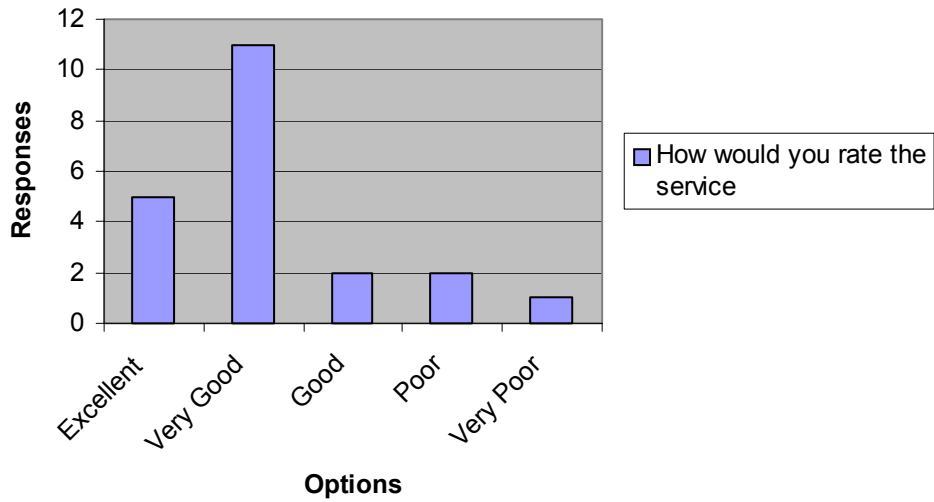
The return rate was 6.7%



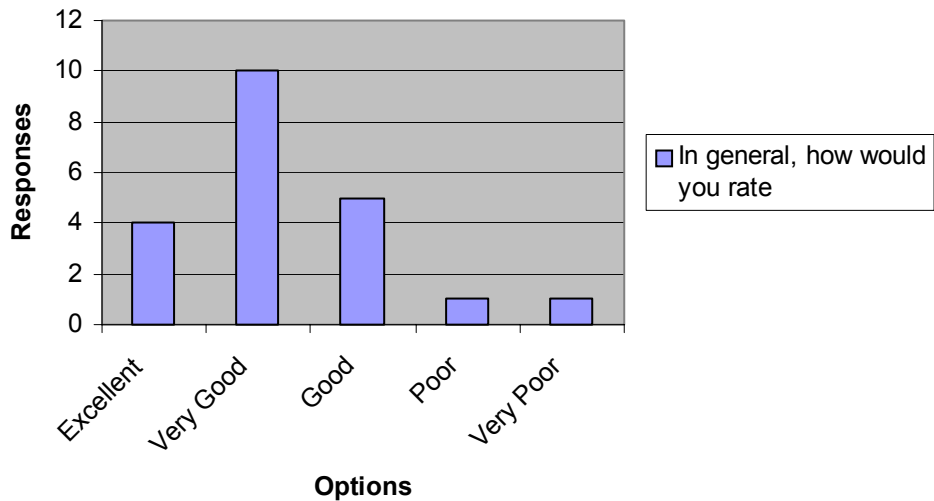
How would you rate the promptness of the service's response to your request?



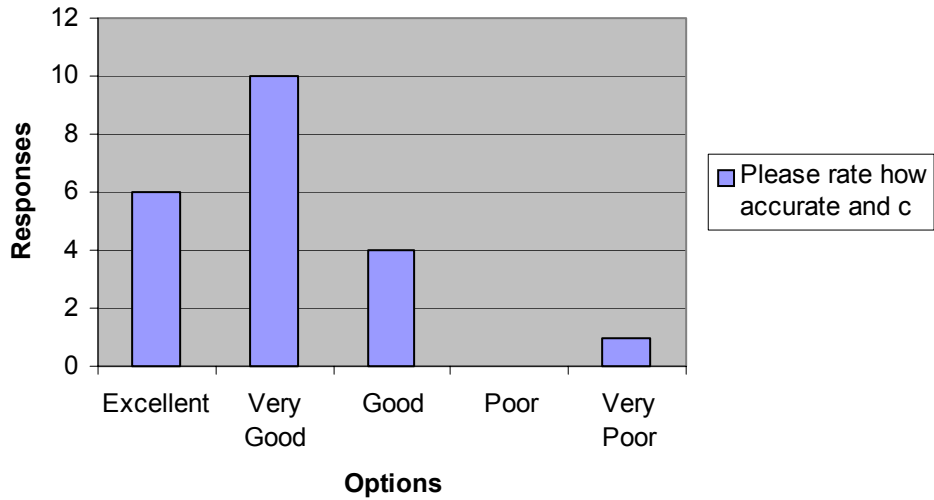
How would you rate the service's ability to resolve your issue at the first point of contact?



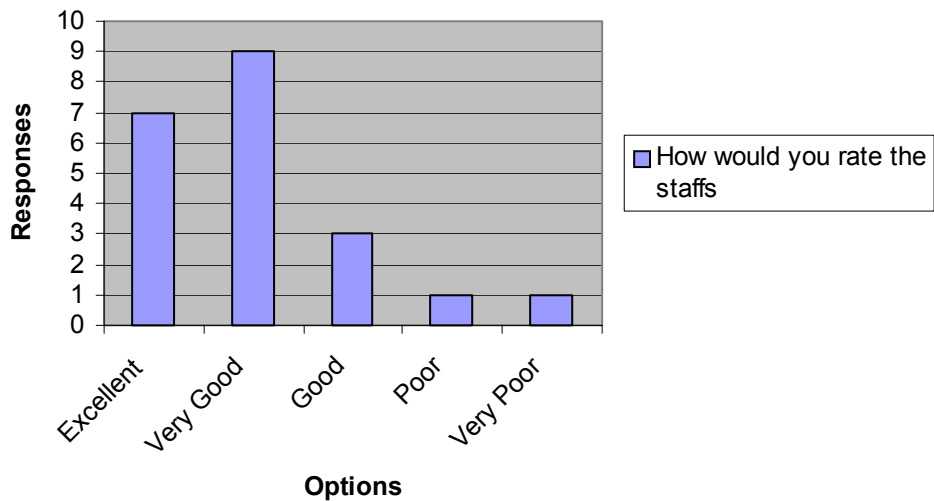
In general, how would you rate the service's performance in keeping you informed of the progress of your request?



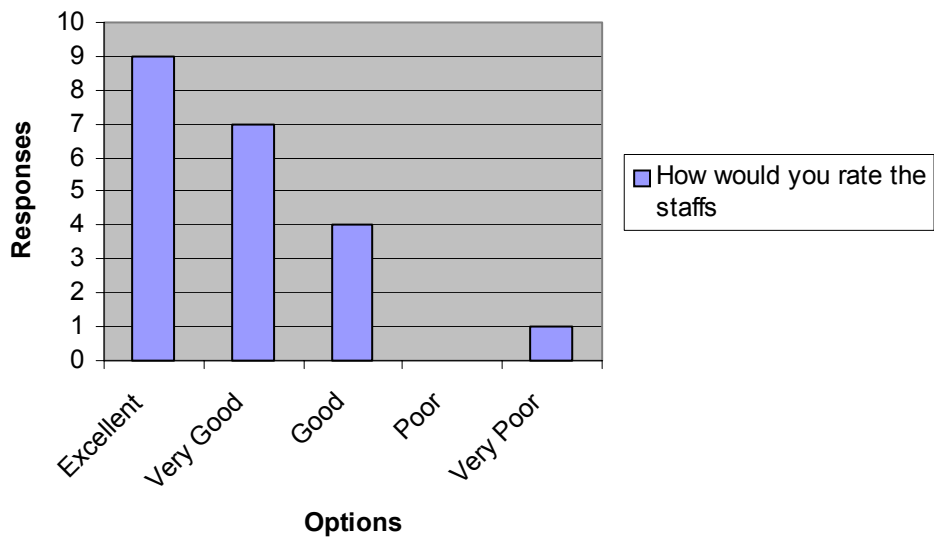
Please rate how accurate and comprehensive the information about the service was?



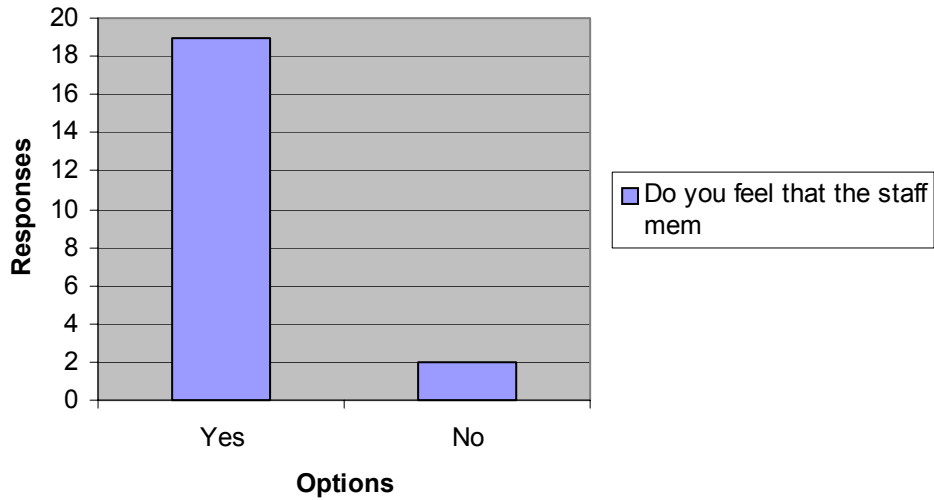
How would you rate the staff's knowledge and skills in dealing with your request?



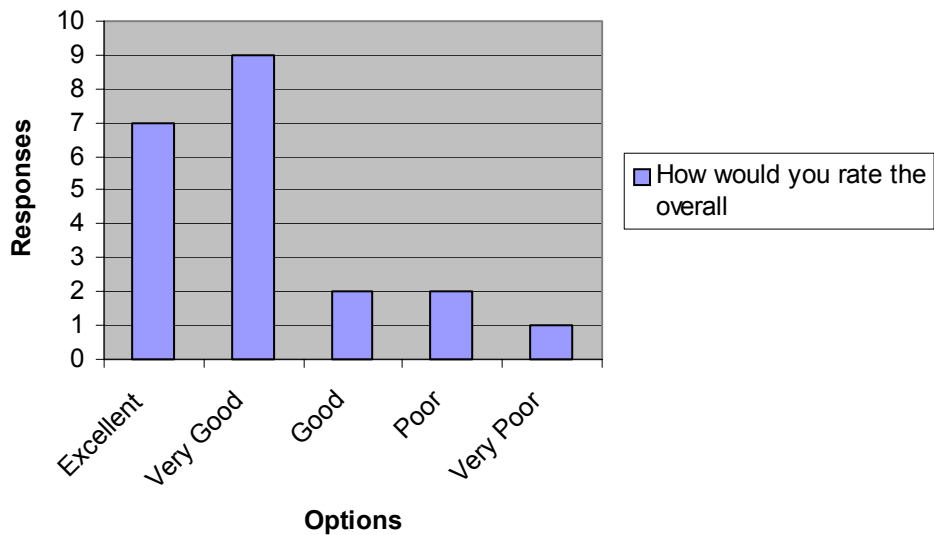
How would you rate the staff's attitude towards you?



Do you feel that the staff member treated your enquiry fairly and sensitively?



How would you rate the overall quality of customer service?



Why did you contact our service?

