



Service Improvement - Customer Satisfaction Survey

As your premises were recently part of a scheduled inspection by the Environmental Health team, we are asking you to spare a few minutes of your time and complete the questionnaire.

Your views on all aspects of the service are important to help us improve the service and provide better handling of the inspection.

The replies are completely confidential.

Q1. Please read the following statements and decide if you agree, disagree or have no opinion.

	Agree	Disagree	No opinion
The lead officer clearly explained the reasons for the visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The official was confident and knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You were given clear advice about what is required from you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You were given time to ask questions and discuss the advice given.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You understood the legal requirements made upon you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You recognise the suggestions to improve your premises and practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You are now able to operate your business more safely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The inspection report was easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The inspection report was timely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2. Finally, are there any other ways we can improve the service to you?

Thank you for taking the time to complete this