Our ref: DT/CusSat1/09

Date: 25 June 2009

Address Address Address Address

Dear NAME,

How did we do? Planning Management Complaint Handling

Following on from your complaint that was handled by Planning Management within the last 12 months, (COMPLAINT REF), and as part of our commitment to Customer Service Excellence, I am writing to invite you to take part in a very short survey that will help us evaluate our performance in complaint handling.

The survey will only take a few moments of your time to complete, and I have included a freepost envelope in which to return your comments. Should you decide to complete the form, the information we gather will be crucial in helping us improve our service to our customers, people just like you.

If you do not wish to take part in this survey please ignore this letter.

If you do wish to give us feedback, here's what you can do :-

Take a few moments to complete the attached form, place the form in the envelope provided and pop it in the post box if possible within 2 weeks of it's receipt.

The results from this survey will appear on Planning Managements pages of the www.birmingham.gov.uk website. If you do not have access to the web and would like to be kept informed of the results, please check the box at the bottom of the attached form and we will forward the results to you by post.

The results of this survey will directly influence improving our service to customers in the way we handle complaints. Any changes made to our service will again be detailed on our web pages. Your kind support and comments will enable us to listen to your views and it goes without saying that the more feedback we receive the more information we will have to help build a better service.

Yours sincerely,

Mr R Goulborn
Head of Service Development
Planning Management

Enquiries to:

Dawn Terry, Customer Service Co-ordinator

Tel: 0121 675 2086 or Email: planningcustomerservice@birmingham.gov.uk

Planning Management

Handling Complaints

When responding to your complaints, Planning Management aims to provide customers with a good service. To help us monitor and improve the quality of our service, please spend a few minutes completing our customer service questionnaire.

1.	The provision of this information is optional:	Complaint Ref :	
	Name: Address:		
2.	Did you find it easy to make us aware of your complaint?	Yes. It was very easy Yes, It was easy No, it was difficult	
2.a	If you found it difficult, what difficulties did you experience?	No it was very difficult	
3.	Did you receive an acknowledgement letter?	Yes No	
4.	Did your acknowledgement letter provide you with information about who was investigating your complaint, and their contact details?	Yes No	
5.	Did the methods of contact available suit your needs, i.e., telephone, fax, email, post, telecom user, etc	Yes, I had more than one method of contact I could use. Yes, but there was only one method of contact suitable for me. No, none of the available methods suited me.	
	Please advise what form of contact method you would like to see made available. (For example: text message)		

6.	If your complaint response took longer than 10 working days, were you satisfied with the holding letter and explanation you received?	Yes No	
6.a	If you answered "No" please explain what was wrong.		
7.	Even if you disagreed with the outcome, how would you rate the thoroughness of the investigation into your concerns?	Very Good Good Satisfactory Poor	
8.	Even if you disagreed with the outcome, did you feel that your complaint was taken seriously?	Yes	
8.a	If you answered "No" please explain why you feel your complaint was not taken seriously	No	
9	Overall, how would you rate our handling of your complaint?	Very good Good Satisfactory Poor	
10.	Do you have any other comments about our service?		
	Please give details below		
	If you do not have access to the web we results of this survey, please tick the box and remember to complete your address	if you would like this service	

Planning Management

Thank you for sparing the time to complete our customer service questionnaire

Any information you provide will only be used for service monitoring and will not be used outside of Planning Management

Please return this questionnaire in the enclosed freepost envelope, or to;

Planning Management 11th Floor, Alpha Tower Suffolk Street Queensway Birmingham B1 1TU If English is not your first language and you would prefer to receive this document in an alternative language, please contact:

Dawn Terry
Customer Service Co-ordinator

Tel: 0121 675 2086

Email: planningcustomerservice@birmingham.gov.uk

Planning Management 11th Floor, Alpha Tower Suffolk Street Queensway Birmingham B1 1TU

If you have any queries, please

Call - 0121 675 2086

Fax – 0121 303 4838

Email - planningcustomerservice@birmingham.gov.uk

Visit – www.birmingham.gov.uk/planning

Opening hours

Monday – Thursday 8:45 to 17:15 Fridays 8:45 to 16:15