

Customer Satisfaction Survey

Your Ref:

Date: Friday 2nd March 2012

Offenders Name

Offenders Address

Site Address Here.....

Dear Sir / Madam

I am writing to you following the closure of a recent Planning Enforcement Investigation.

To help us monitor and make improvements Planning and Regeneration welcome customer feedback about our service. **Disregarding the outcome of the above case**, would you please spend a few minutes completing our customer service questionnaire set out on the reverse of this letter.

Any information you provide will only be used for service monitoring and will not be used outside of Planning and Regeneration. Please return this questionnaire using the following freepost address. Freepost RSXB-ATZL-RTHU, Planning and Regeneration Customer Satisfaction, Birmingham, B1 1TU or email it to planningandregenerationenquiries@birmingham.gov.uk

The analysis and outcomes from the completed customer questionnaires will be published annually on our website www.birmingham.gov.uk/planning

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

Yours faithfully



Waheed Nazir, Director of Planning and Regeneration

1. Did you make enquiries with our service prior to carrying out the alleged works that were the subject of this case?	Yes No	<input type="checkbox"/> <input type="checkbox"/>
2. If yes to question 1, how did you do this and what advice did you receive. (You can select more than one option)	Website Telephone Visit Other (please state)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
3. If you answered No to question 1 please explain further		
4. Did we meet your expectations in terms of delivering the enforcement service? If no please explain why we did not meet your expectations in relation to the following: <ul style="list-style-type: none"> • The Enforcement Charter • Timeliness of responses • The Enforcement Process • Understanding the outcome of the complaint 	Yes No	<input type="checkbox"/> <input type="checkbox"/>
5. Did you have any reason to contact the department during the lifetime of this case? if yes how did you contact us?	Email Telephone Writing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
6. Did you use our Planning Direct Contact Centre? (303 1115)	Yes No	<input type="checkbox"/> <input type="checkbox"/>
7. How would you rate the quality of information provided to you by the Planning Direct Contact Centre service?	Very Good Good Satisfactory Poor N/A	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
8. Did you have any contact with the Enforcement Officer during the processing of this case?	Yes No	<input type="checkbox"/> <input type="checkbox"/>
9. If yes to question 8, how would you rate the overall professionalism of the Enforcement Officer in the following areas If you answered satisfactory or poor to question 8 please explain further in relation to the following: <ul style="list-style-type: none"> • Telephone • On site • Response times • Other 	Very Good Good Satisfactory Poor	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
10. How would you rate our overall service?	Very Good Good Satisfactory Poor	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
11. Do you have any suggestions for improving the service we provide? If yes please explain, use a separate sheet if required.	Yes No	<input type="checkbox"/> <input type="checkbox"/>