

# Wiltshire Council Registration Service

## Customer satisfaction survey 2018

You have recently had an appointment at Wiltshire Council Registration Service. We would like to know how satisfied you were with the appointment process and whether there are any improvements we can make. Please take just five minutes to record your views. Unless otherwise stated each question only needs one response. All responses will be treated in the strictest confidence.

### The purpose of your visit

Q1 What was the purpose of your visit?

53 To register a birth

130 To register a death

37 To register to give notice of a marriage or civil partnership

Q2 How did you find out about the Wiltshire Registration Service?

80 Wiltshire Council website

2 By visiting a main council office

13 By visiting a Registration Service office

34 Via telephone

3 By another website

21 From family or friends

63 Other

If you said other  
website or other  
please specify 60

### Your appointment process

Q3 How did you make your appointment?

173 By telephone

7 In person, by visiting one of our offices

36 Online via the website

Customer satisfaction survey

Q4 When you made an appointment was it at a time and date convenient to you?

207 Yes

10 No

Q5 Were you seen within 10 minutes of your appointment time?

212 Yes

6 No

Q6 When you made an appointment was it at an office convenient to you?

206 Yes

12 No

Q7 Which office did you attend? (please choose from the list below)

38 Chippenham

15 Devizes

57 Salisbury

56 Trowbridge

48 Other

If other please say where 56

Q8 Was the Registration procedure explained to you at the start of the appointment?

219 Yes

0 No

Q9 Did you leave the appointment feeling that all your questions had been answered fully?

219 Yes

0 No

If no, why was this? 0

**Satisfaction with the service**

Q10 How satisfied were you with the following aspects of the Registration interview?  
Answer on as many points as you wish

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
General politeness	208	12	0	1	0
Friendliness	203	15	2	0	0

## Customer satisfaction survey

Helpfulness	202	19	0	0	0
Knowledge	205	15	0	0	0

Q11 How would you rate the service you received? (please tick one box)

	Excellent	Good	Satisfactory	Poor	Very poor
Overall, taking everything into account	195	21	3	0	0

## Suggestions for improvement

Q12 Finally was there anything which Wiltshire Registration Service could have improved?

Please specify 79

Thank you for taking part in this survey. We will use the results to help improve our services. If you have any queries about this survey you can contact the Registration Service on 0300 003 4570 (Ceremonies) or 0300 003 4569 (Births and Deaths)