

Wiltshire Registration Service appointments survey

You have recently celebrated with a ceremony conducted by Wiltshire Council Registration Service. We would like to know how satisfied you were with the service and how we can make improvements.

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.

About the ceremony

Q1 What type of ceremony did you have?

- 37 Marriage
- 0 Welcoming
- 0 Renewal of Vows
- 0 Celebration of Marriage
- 0 Combination Ceremony
- 2 Civil Partnership
- 0 Conversion of Civil Partnership to Marriage
- 0 Citizenship

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

- 25 Wiltshire Council website
- 0 By visiting a main council office
- 2 By visiting a Registration Service office
- 3 Via telephone
- 4 From family or friends
- 0 By another website
- 5 Other

If you said another website or other please specify 5

Booking the ceremony

Q3 When booking your ceremony was the information available to you?

	Yes	No
Easy to find	38	1

Satisfaction with the Ceremony service

	Clear and easy to follow	38	1
	Accurate and up to date	38	1
Q4	When you booked your ceremony, were the following clearly explained?		
		Yes	No
	Fees and charges	38	1
	The procedure	39	0
	Timescales	39	0

Planning your ceremony

Q5	When planning your ceremony was the information sent to you?		
		Yes	No
	Clear and easy to follow	39	0
	Did it answer all your questions	38	1
	Did it give you enough choice	39	0
	Was the ceremony arrangement planner easy to complete	39	0

Q6 Did you need to discuss your arrangements with a member of staff?

26 Yes

12 No

Q7 If yes were all your questions answered to your satisfaction

26 Yes

0 No

If you said no can you say why? 10

Satisfaction with the service

Q8 How satisfied were you with the following aspects of the Registration Staff?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Politeness	38	1	0	0	0
Friendliness	37	2	0	0	0
Helpfulness	37	2	0	0	0

	Satisfaction with the Ceremony service				
	35	2	1	0	0
Knowledge	35	2	1	0	0
Timeliness	38	1	0	0	0
Well presented	37	2	0	0	0

Q9 Were the expectations for your ceremony?

32 Exceeded

7 Met

0 Not met

If they were not met 0
can you explain

Q10 How would you rate the service you received?

	Very satisfied	Satisfied	Neither satisfied	Dissatisfied	Very dissatisfied
			nor dissatisfied	d	tified
The service overall	36	3	0	0	0

Improvements

Q11 Finally was there anything which Wiltshire Registration Service could have improved?

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Thank you for taking the time to answer this survey the results of which will be used to help improve services in future. If you want to know more about the survey you can contact: Elizabeth.Jones@wiltshire.gov.uk