## **Customer Survey**



☐ Victoria Point

# Tell us what you think Redland City Council Customer Service Centres are committed to providing efficient, informative and quality

service to our community and customers.					
We continually strive to improve our services to meet customer demands and expectations. It is through y valuable input and feedback that we are able to evaluate level of service we provide.					
When did you visit us?					
Inquiry Date					
Inquiry Time					
Customer Service Centre					
Which Customer Service Centre did you visit?  ☐ Cleveland ☐ Capalaba ☐ Victoria Point					
Reason for Visit					
What was the main purpose of your visit to a Customer Service Centre?  Lodge an application General Information Make a payment Request for Service Other (Please specify)					
Customer Service Consultant					
How would you rate the courtesy and friendliness of the Customer Service Consultant?  □ Excellent □ Very Good □ Satisfactory □ Unsatisfactory					
Information Received					
Did you get all the information you require in one visit?  ☐ Yes ☐ No (Please state reason why)					

#### **Customer Service Consultant**

How would you rate the Customer Service Consultant's level of knowledge?

☐ Excellent	
☐ Very Good	
☐ Satisfactory	
□Unsatisfacto	

Customer Service Centre						
Which Cu	stomer Service Centre do you visit and how often					
☐ Daily	☐ Cleveland ☐ Capalaba ☐ Victoria Pt					
☐ Weekly	/ ☐ Cleveland ☐ Capalaba ☐ Victoria Pt					
☐ Pay rat	tes only ☐ Cleveland ☐ Capalaba ☐ Victoria Pt					
☐ Not often	en ☐ Cleveland ☐ Capalaba ☐ Victoria Pt					
☐ Never	☐ Cleveland ☐ Capalaba ☐ Victoria Pt					
Rate our Services						
Council?  Please numl  I	f priority, how do you prefer to interact with  ber boxes 1 – 4.  nternet  Phone  Mail  Visit a Customer Service Centre   Cleveland					
	l I Capalaba					

### Do we meet your needs?

Did you believe that the current Customer Service Centre meets your needs?

⊔ Yes	
☐ No (Please state reason why)	

#### **Your Suggestions**

Do you have any suggestions to improve our service delivery to you?

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Thank you for taking the time to complete our customer survey. All information will be treated as confidential.

CS001 - 24/10/2017