

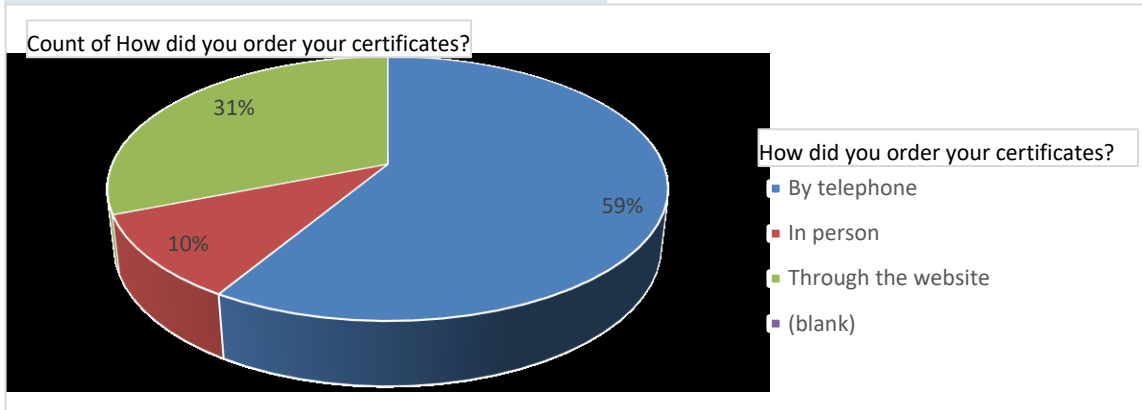
CUSTOMER SURVEY RESULTS
SHROPSHIRE COUNCILS CERTIFICATE APPLICATION SERVICE 2019/20

How did you contact the service to order your certificate

Row Labels

By telephone	59%
In person	10%
Through the website	31%
(blank)	

Grand Total

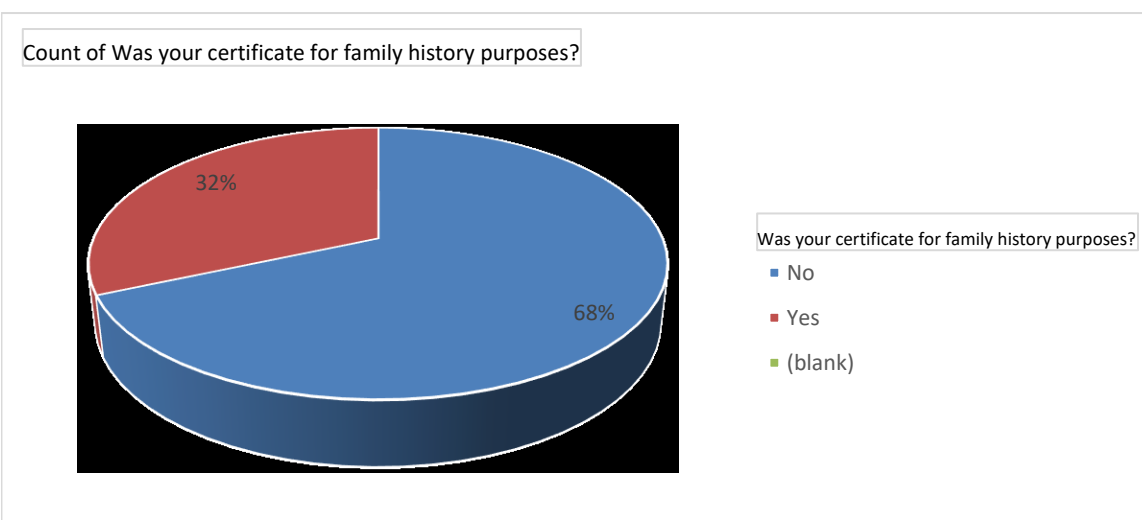


Was your certificate for family history purposes?

Row Labels

No	68%
Yes	32%
(blank)	

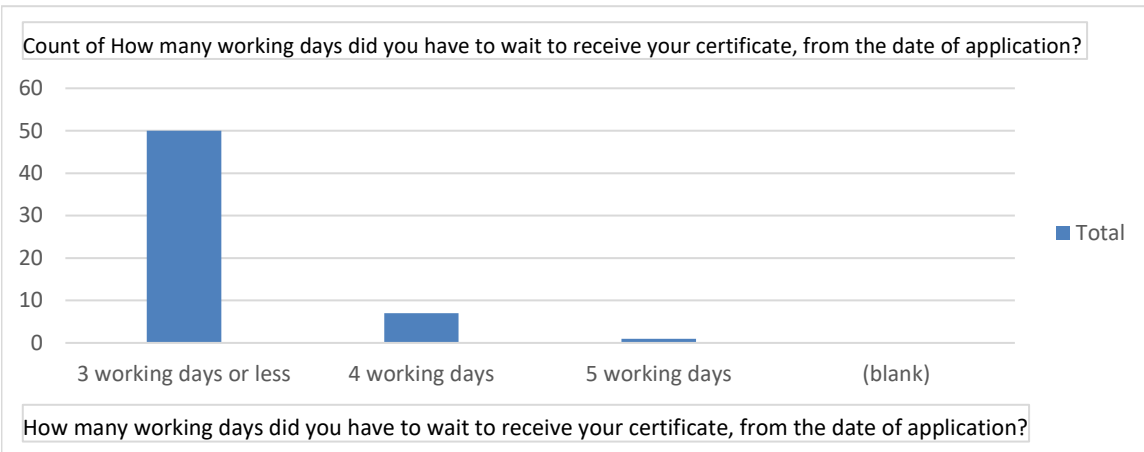
Grand Total



CUSTOMER SURVEY RESULTS
SHROPSHIRE COUNCILS CERTIFICATE APPLICATION SERVICE 2019/20

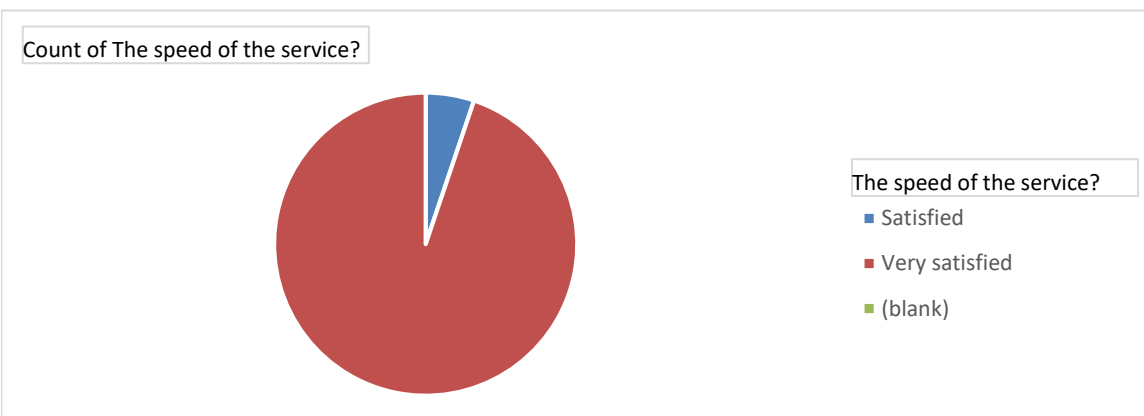
How many working days did you wait before you received your certificate

Row Labels	
3 working days or less	86%
4 working days	12%
5 working days	2%
(blank)	
Grand Total	



How Satisfied were you with the speed of the service you received?

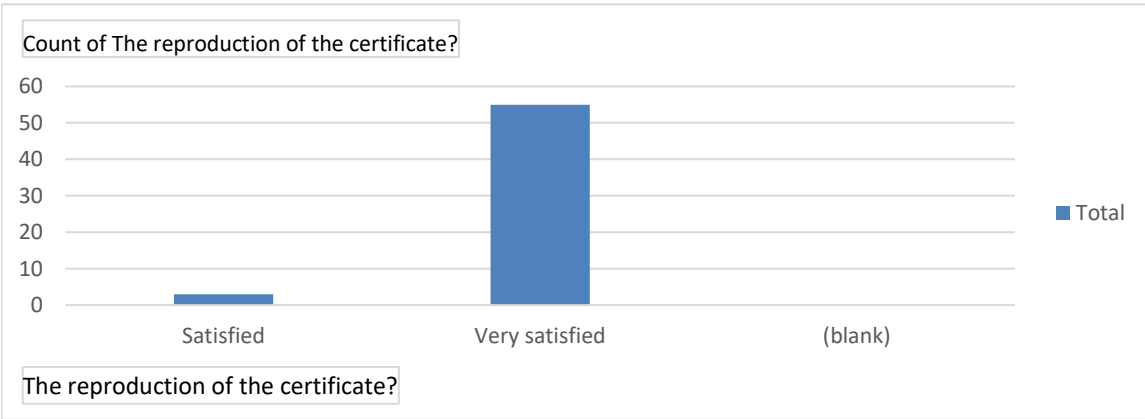
Row Labels	
Satisfied	5%
Very satisfied	95%
(blank)	
Grand Total	



CUSTOMER SURVEY RESULTS
SHROPSHIRE COUNCILS CERTIFICATE APPLICATION SERVICE 2019/20

How Satisfied were you with the reproduction of the certificate

Row Labels	
Satisfied	5%
Very satisfied	95%
(blank)	
Grand Total	



How Satisfied were you with the method by which you placed your order

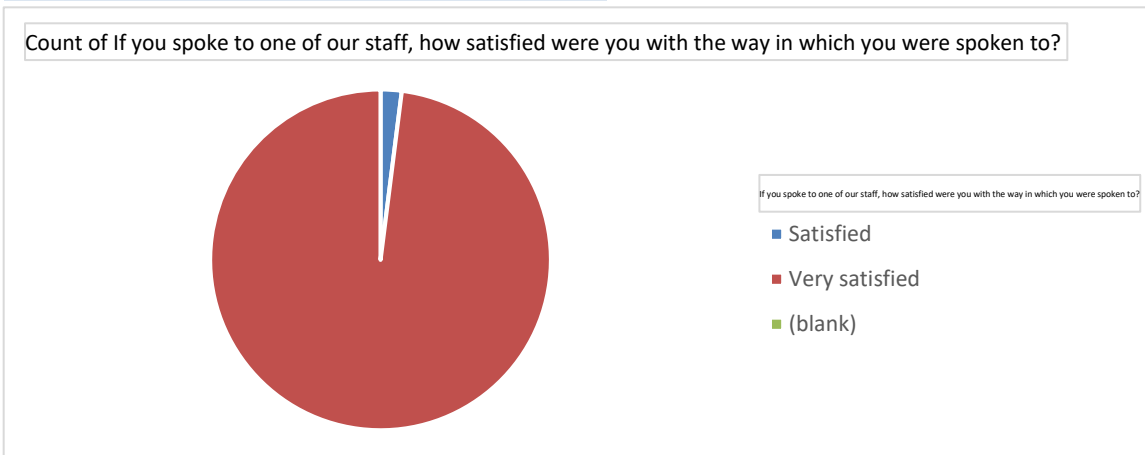
Row Labels	
Satisfied	7%
Very satisfied	93%
(blank)	
Grand Total	



CUSTOMER SURVEY RESULTS
SHROPSHIRE COUNCILS CERTIFICATE APPLICATION SERVICE 2019/20

If you spoke to one of our staff how satisfied were you with the way in which you were spoken to

Row Labels	
Satisfied	2%
Very satisfied	98%
(blank)	
Grand Total	



How could we improve the service we offer

Row Labels
100% thorough and polite
a very lovely lady I spoke to was brilliant.
Best service
Can't it was perfect :) :)
Don't need to improve the service.
excellent service
Excellent service. Thank you all very much.
for me not at all
For my purposes the service worked perfectly.
For what I wanted perfect.
Get a better phone line, it was very crackly and
Given my replies, Salop council couldn't do any
I don't think you can, it has been an excellent
N/A
N/A very happy with the service
Nice to talk to and very helpful and very polite.
No change required.
No set time with E mail office. More trouble to retrieve from main office
Nothing.
Online ordering did not complete fully a number of times.

Service response to any issues raised

Not sure what this means so unable to reply properly

the online ordering system, but we have commissioned a

CUSTOMER SURVEY RESULTS
SHROPSHIRE COUNCILS CERTIFICATE APPLICATION SERVICE 2019/20

Ordered Tuesday 3.30pm arrived Thursday 9.15am (Shrewsbury to Whitney, Oxon)!! Well I suppose you could offer same day delivery!!
Pay less
service very satisfactory
service was excellent. Ordered certificate on Mon am and received it the next day.
service was spot on
very happy with service, very quick
You cant improve a service that is already perfect
You can't, it's perfect.
You were a very nice person. Thank you.
(blank)
Grand Total

Not possible im afraid, all fees charged are statutory

Did you have any special needs which were not catered for?

Row Labels
No
(blank)
Grand Total

100%

Any other comments you would like to make

Row Labels
A very quick efficient service.
Amazed at speed of service. Thank you!
could you put the reason for the survey at the beginning of the document? compliment slip would be nice, rather than just receiving the certificate.
Everyone I spoke to on the phone was very polite, informative and helpful.
Form
Gwen Emberton was extremely helpful, a credit to the Registry Office, thank you.
I was dealt with in an efficient and friendly manner
It is so good to actually speak to someone!
No just keep it up well done
Staff on duty at the time were very professional and courteous and very helpful giving and explaining procedure. Could not do enough.
Staff were very helpful, pleasant and friendly. Service was brilliant actually received the certificate the next day.
Thank you for making it super easy, even my mom could do it!!! Hahahaha

CUSTOMER SURVEY RESULTS
SHROPSHIRE COUNCILS CERTIFICATE APPLICATION SERVICE 2019/20

The hardest bit was going round in circles on the council website to find Register Office - copies of death certificates. Very impressed. Only possible improvement would be instant scan and email but I don't suppose you have staff time for such things.

the young gentleman I spoke to was absolutely lovely and a credit to your company.

Very good service, had paperwork the next day.

very satisfied with this service, I ordered a certificate for B-ham city council still not arrived no fault with the service what so ever.

Your staff are very helpful.

(blank)

Grand Total