

CUSTOMER SURVEY ON THE BUILDING CONTROL PLAN EXAMINATION SERVICE

To aid us in improving our Building Control Service to you, I would be obliged if you could answer the following questions by circling the appropriate number which represents your views and return the questionnaire either by post to **City of Durham, Building Control, 17 Claypath, Durham DH1 1RH** or alternatively via e-mail on buildingcontrol@durhamcity.gov.uk

Thank you for your co-operation.

1 EXCELLENT 2 VERY GOOD 3 GOOD 4 AVERAGE 5 POOR 6 VERY POOR

	E	VG	G	A	P	VP
1. How satisfied were you at the length of time it took to reply to your application?	1	2	3	4	5	6
2. How satisfied were you at the ease of contacting Building Control for advice?						
a) In person	1	2	3	4	5	6
b) By telephone	1	2	3	4	5	6
c) Correspondence	1	2	3	4	5	6
3. How satisfied were you with the information you received from Building Control?	1	2	3	4	5	6
4. Was the information provided clear and understandable?						
a) Letters	1	2	3	4	5	6
b) Forms	1	2	3	4	5	6
c) Fees guidance	1	2	3	4	5	6
5. How satisfied were you with the helpfulness, fairness and sensitivity of the Building Control staff?	1	2	3	4	5	6
6. Do you know the name of the Building Control Surveyor? If Yes, please fill in the name -	YES/NO					
7. Was the Applicant's Pack helpful?	YES/NO					
8. How would you rate our service overall?	1	2	3	4	5	6
9. As part of Best Value we have set up a Focus Group. Would you be interested in being a Member of the Group? If Yes, please fill in the name and address section on the reverse side.	YES/NO					

Comments

All comments will be treated confidentially.

Name: -----	
Address: -----	

-----	Telephone: --
----- E-Mail -----	

If you require a reply to your comments, please tick the box.