

Customer Survey

Births

Congratulations on your recent happy event.

In order that we can maintain the standards set by the Shropshire Registration Service we would be very grateful if you could spare a few minutes to complete this questionnaire.

Please complete this form and return it to Ms Karen Burton, Business Service Manager, Shropshire Registration Service, Shropshire County Council, The Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND

Your visit to the Register Office

To enable our monitoring, please complete the date of your registration

Q1 Location of Registration Point.

Q2 Before your visit had you seen any of our information leaflets or website information?

No Yes If yes, where?

Q3 Did you make an appointment?

No Yes If not, why not?

Q4 Did you get an appointment for the date and time that you wanted?

No Yes Comments

Q5 Was the service easy to contact?

No Yes Comments

Q6 When you arrived at the service point, how long did you wait before seeing a registrar?

5 mins 10 mins 15 mins
20 mins 25 mins More than 25 mins

Q7 Do you consider this waiting time to be:

Very Satisfactory Satisfactory
Unsatisfactory Very Unsatisfactory

Q8 Do you consider the opening hours of the office suitable?

Very Suitable Suitable
Unsuitable Very Unsuitable

Please indicate what would have been preferable:

Q9 How satisfied were you with the information / advice given to you by the Register Office?

Very Satisfied Satisfied
Unsatisfied Very Unsatisfied

Q10 How satisfied were you with the quality of the service received from the Registration Staff?

Very Satisfied Satisfied
Unsatisfied Very Unsatisfied

Please make any additional comments here:

Q11 If you visited the Royal Shrewsbury Hospital please go to Q10. If you attended a register office please score the facilities from 1 (poor) to 5 (excellent)

1 2 3 4 5

Q12 The Registration Service is always looking to increase choice for the community by extending the range of services available. Would you be supportive of the following Service?
(obviously fees would be charged for this service)

Service	Yes	No
Commemorative Certificates		

Any other comments, please tell us:

Thank you very much for taking part in this survey. Please return your completed questionnaire to the address on the first page of this survey.

The results of this survey will be shown on our website www.Shropshire.gov.uk/registrar.nsf

Please tell us your name and address if you would like a response to any of the comments made, all information will be treated in the strictest confidence.