



## Customer Satisfaction Survey

The Environment Department is conducting a customer satisfaction survey in respect of services provided by the Traffic and Transport Section at Bulwer Avenue with the aim of improving the overall level of service offered to the public. Your feedback is much appreciated. The survey should only take a few minutes of your time to complete.

### 1. What was the purpose of your visit/enquiry?

*Please tick all that apply*

#### ☐ Driving Licence

- ☐ Application for a provisional driving licence
- ☐ Application to renew a licence
- ☐ Application to add an additional licence category
- ☐ Amendment to personal details (name, address etc)
- ☐ Other (please state) \_\_\_\_\_

#### ☐ Vehicle Registration

- ☐ First Registration of motor vehicle
- ☐ Exchange of ownership
- ☐ Vehicle registration number exchange
- ☐ Amendment to personal details (name, address etc)
- ☐ Amendment to specific details of a motor vehicle (colour, engine size etc)
- ☐ Other (please state) \_\_\_\_\_

#### ☐ Traffic and Transport Services

- ☐ Driving tests
- ☐ Road works
- ☐ Permits
- ☐ Theory tests
- ☐ General enquiries
- ☐ Other (please state) \_\_\_\_\_

#### ☐ Passenger Transport

### 2. How did you contact the department?

*Please select one option*

- |                                    |                                |
|------------------------------------|--------------------------------|
| <input type="checkbox"/> In Person | <input type="checkbox"/> Email |
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Post  |

***If you did not attend in person please go to question 6***

**3. If you attended in person, at what time of day did you arrive?**

*Please select one option*

- ☐ 09.00 – 10.00
- ☐ 10.00 – 12.00
- ☐ 12.00 – 14.00
- ☐ 14.00 – 16.00

**4. If you attended in person, how long did you wait before being served?**

*Please select one option*

- ☐ 0 – 5 minutes
- ☐ 6 – 10 minutes
- ☐ 11 – 15 minutes
- ☐ 16 – 20 minutes
- ☐ More than 20 minutes

**5. Do you consider that the waiting time was acceptable?**

*Please select one option*

- ☐ Completely acceptable
- ☐ Reasonably acceptable
- ☐ Not really acceptable
- ☐ Not at all acceptable

**6. How long did it take from in total to resolve your query? Including waiting time**

*Please select one option only*

**By phone**

- ☐ 0 – 5 minutes
- ☐ 6 – 10 minutes
- ☐ 11 – 15 minutes
- ☐ 16 – 20 minutes
- ☐ More than 20 minutes

**If posted / e-mailed, after sending your correspondence, how long was it before you first received a response?**

- ☐ 1 day
- ☐ 2 days
- ☐ 3-5 days
- ☐ 6 –10 days
- ☐ 10-14 days
- ☐ More than 14 days

**7. Considering the complexity of your enquiry, do you feel that the total time taken to resolve your enquiry was acceptable?**

*Please select one option*

- ☐ Completely acceptable
- ☐ Reasonably acceptable
- ☐ Not really acceptable
- ☐ Not at all acceptable

**8. Please answer the following questions:**

*Please select one option per row*

	Not at all	Not very	Reasonably	Very
Was the person assisting you helpful and polite?				
Was the person assisting you knowledgeable about your enquiry?				
Do you believe that the service(s) you accessed offered value for money?				
Did you find the overall building access (travel, parking and entering the building) acceptable?				

**9. In responding to the services value for money, which of the following do you consider is most important?**

*Please select one option*

- ☐ The cost of the service provided
- ☐ The quality of service provided

**10. In evaluating your overall experience, did the quality of service:**

*Please select one option*

- ☐ Exceed your expectations
- ☐ Meet your expectations
- ☐ Fail to meet your expectations

**11. Please indicate your views on the quality of each of the following:**

*Please select one option in each row*

	Poor	Not Very Good	Acceptable	Quite Good	Very Good
Information given prior to visit					
Printed or online media					
Payment options					
Opening hours					

**12. Do you have any suggestions for how the customer service could be developed or improved?**

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**13. Before this encounter with the Department what was your view of the service offered?**

Please circle a number between to 1 - Very Inefficient to 8 - Extremely Efficient

**Very Inefficient**

**Acceptable**

**Extremely Efficient**

**1**

**2**

**3**

**4**

**5**

**6**

**7**

**8**

**14. Following this encounter what is now your view of the service offered?**

Please circle a number between to 1 - Very Inefficient to 8 - Extremely Efficient

**Very Inefficient**

**Acceptable**

**Extremely Efficient**

**1**

**2**

**3**

**4**

**5**

**6**

**7**

**8**

**15. Please feel free to add further comments:**

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**Thank you very much for your feedback**

Please return this questionnaire to Environment Department, Freepost 301, Guernsey, GY1 5SS  
Or email it to: [env@gov.gg](mailto:env@gov.gg)

If you wish to be entered into the prize draw to win £20 of fuel vouchers please enter your name and address below: