

**Customer Service Exit Survey**  
**Incomes**

**Date - June 2017**

**Surveys Completed - 5**

**Questions**

Following your recent contact with our service, please rate our range of facilities

<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
				25	5.0

How would you rate the quality of customer service you received

25 5.0

How would you rate the level of knowledge of the member of staff who assisted you

25 5.0

Were you satisfied with the length of time it took to assist you with your queries

25 5.0

Overall how satisfied were you with the outcome of your enquiry

25 5.0

**Comments**

Very efficient & helpful, great service

Excellent facilities, no issues getting through

Very competent, excellent knowledge, extremely satisfied

**Date - September 2017**

**Surveys Completed - 4**

**Questions**

Following your recent contact with our service, please rate our range of facilities

<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
				20	5.0

How would you rate the quality of customer service you received

20 5.0

How would you rate the level of knowledge of the member of staff who assisted you	20	5.0
Were you satisfied with the length of time it took to assist you with your queries	20	5.0
Overall how satisfied were you with the outcome of your enquiry	20	5.0

**Comments**

No suggestions, great service  
 No improvements, it was an excellent service  
 Very polite & professional

**Date - December 2017**

**Surveys Completed - 5**

**Questions**

	<u>Poor (1)</u>	<u>Fair (2)</u>	<u>Good (3)</u>	<u>Very Good (4)</u>	<u>Excellent (5)</u>	<u>Average Score</u>
Following your recent contact with our service, please rate our range of facilities					25	5.0
How would you rate the quality of customer service you received					25	5.0
How would you rate the level of knowledge of the member of staff who assisted you					25	5.0
Were you satisfied with the length of time it took to assist you with your queries					25	5.0
Overall how satisfied were you with the outcome of your enquiry					25	5.0

**Comments**

Excellent service today  
 Very efficient

Happy with service, staff are always brilliant

**Date - March 2018**

**Surveys Completed - 5**

**Questions**

	<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
Following your recent contact with our service, please rate our range of facilities					25	<b>5.0</b>
How would you rate the quality of customer service you received					25	<b>5.0</b>
How would you rate the level of knowledge of the member of staff who assisted you					25	<b>5.0</b>
Were you satisfied with the length of time it took to assist you with your queries				4	20	<b>4.8</b>
Overall how satisfied were you with the outcome of your enquiry					25	<b>5.0</b>

**Comments**

No improvements to suggest

Very helpful & reassuring

Very pleasant and helpful young man

Conwy CBC are one of the best Council's the customer has dealt with!

**Customer Service Exit Survey**  
**Local Taxation**

**Date - June 2017**

**Surveys Completed - 6**

**Questions**

Following your recent contact with our service, please rate our range of facilities

<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
			16	10	<b><u>4.3</u></b>

How would you rate the quality of customer service you received

3			12	10	<b><u>4.2</u></b>
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How would you rate the level of knowledge of the member of staff who assisted you

			8	20	<b><u>4.7</u></b>
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Were you satisfied with the length of time it took to assist you with your queries

3			8	15	<b><u>4.3</u></b>
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Overall how satisfied were you with the outcome of your enquiry

			12	15	<b><u>4.5</u></b>
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**Comments**

Very Good Service

**Date - September 2017**

**Surveys Completed - 6**

**Questions**

Following your recent contact with our service, please rate our range of facilities

<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>	
		3		4	20	<b><u>4.5</u></b>

How would you rate the quality of customer service you received

				30	<b><u>5.0</u></b>
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How would you rate the level of knowledge of the member of staff who assisted you		30	<b>5.0</b>
Were you satisfied with the length of time it took to assist you with your queries	4	25	<b>4.8</b>
Overall how satisfied were you with the outcome of your enquiry	12	15	<b>4.5</b>

**Comments**

**Date - December 2017**

**Surveys Completed - 6**

**Questions**

	<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
Following your recent contact with our service, please rate our range of facilities			3	4	20	<b>4.5</b>
How would you rate the quality of customer service you received				4	25	<b>4.8</b>
How would you rate the level of knowledge of the member of staff who assisted you				4	25	<b>4.8</b>
Were you satisfied with the length of time it took to assist you with your queries				4	25	<b>4.8</b>
Overall how satisfied were you with the outcome of your enquiry				8	20	<b>4.7</b>

**Comments**

Very good

Very good service, thank you

**Date - March 2018**

**Surveys Completed - 6**

**Questions**

Following your recent contact with our service, please rate our range of facilities

<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>	
				8	20	<b>4.7</b>

How would you rate the quality of customer service you received

30 **5.0**

How would you rate the level of knowledge of the member of staff who assisted you

30 **5.0**

Were you satisfied with the length of time it took to assist you with your queries

8 20 **4.7**

Overall how satisfied were you with the outcome of your enquiry

8 20 **4.7**

**Comments**

Excellent

**Customer Service Exit Survey**  
**BENEFITS**

**Date - June 2017**

**Surveys Completed - 3**

**Questions**

Following your recent contact with our service, please rate our range of facilities

<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
			4	10	<b><u>4.7</u></b>

How would you rate the quality of customer service you received

4	10				<b><u>4.7</u></b>
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How would you rate the level of knowledge of the member of staff who assisted you

				15	<b><u>5.0</u></b>
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Were you satisfied with the length of time it took to assist you with your queries

				15	<b><u>5.0</u></b>
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Overall how satisfied were you with the outcome of your enquiry

				15	<b><u>5.0</u></b>
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**Comments**

Explanation that all area offices were available

Always been happy with visiting, communicative and helpful staff

**Date - September 2017**

**Surveys Completed - 3**

**Questions**

Following your recent contact with our service, please rate our range of facilities

<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
			4	10	<b><u>4.7</u></b>

How would you rate the quality of customer service you received

4	10				<b><u>4.7</u></b>
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How would you rate the level of knowledge of the member of staff who assisted you	4	10	<b>4.7</b>
Were you satisfied with the length of time it took to assist you with your queries		15	<b>5.0</b>
Overall how satisfied were you with the outcome of your enquiry	4	10	<b>4.7</b>

**Comments**

Really helpful & clear  
No improvements required

**Date - December 2017**

**Surveys Completed - 4**

**Questions**

	<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
Following your recent contact with our service, please rate our range of facilities				8	10	<b>4.5</b>
How would you rate the quality of customer service you received					20	<b>5.0</b>
How would you rate the level of knowledge of the member of staff who assisted you				4	15	<b>4.8</b>
Were you satisfied with the length of time it took to assist you with your queries				4	15	<b>4.8</b>
Overall how satisfied were you with the outcome of your enquiry				4	15	<b>4.8</b>

**Comments**

Room in use light required  
Two offices open as sometimes have to wait, no wait today though



Likes the layout at Colwyn Bay

**Date - March 2018**

**Surveys Completed - 3**

**Questions**

Following your recent contact with our service, please rate our range of facilities

<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
				15	5.0

How would you rate the quality of customer service you received

15 5.0

How would you rate the level of knowledge of the member of staff who assisted you

15 5.0

Were you satisfied with the length of time it took to assist you with your queries

15 5.0

Overall how satisfied were you with the outcome of your enquiry

15 5.0

**Comments**

Everytime been in everyone has been helpful  
Staff are always very pleasant

**Customer Service Exit Survey**  
**FINANCIAL ASSESSMENT**

**Date - June 2017**

**Surveys Completed - 3**

**Questions**

Following your recent contact with our service, please rate our range of facilities

<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>	
				8	5	<b><u>4.3</u></b>

How would you rate the quality of customer service you received

				8	5	<b><u>4.3</u></b>
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How would you rate the level of knowledge of the member of staff who assisted you

				8	5	<b><u>4.3</u></b>
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Were you satisfied with the length of time it took to assist you with your queries

				4	10	<b><u>4.7</u></b>
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Overall how satisfied were you with the outcome of your enquiry

				4	10	<b><u>4.7</u></b>
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**Comments**

Excellent Service

**Date - September 2017**

**Surveys Completed - 3**

**Questions**

Following your recent contact with our service, please rate our range of facilities

<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>	
				4	10	<b><u>4.7</u></b>

How would you rate the quality of customer service you received

				8	5	<b><u>4.3</u></b>
--	--	--	--	---	---	-------------------

How would you rate the level of knowledge of the member of staff who assisted you	15	<b><u>5.0</u></b>
Were you satisfied with the length of time it took to assist you with your queries	15	<b><u>5.0</u></b>
Overall how satisfied were you with the outcome of your enquiry	15	<b><u>5.0</u></b>

**Comments**

**Date - December 2017**

**Surveys Completed - 4**

**Questions**

	<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
Following your recent contact with our service, please rate our range of facilities				12	5	<b><u>4.3</u></b>
How would you rate the quality of customer service you received				8	10	<b><u>4.5</u></b>
How would you rate the level of knowledge of the member of staff who assisted you				8	10	<b><u>4.5</u></b>
Were you satisfied with the length of time it took to assist you with your queries				4	15	<b><u>4.8</u></b>
Overall how satisfied were you with the outcome of your enquiry				4	15	<b><u>4.8</u></b>

**Comments**

Bill corrected quickly, very pleasant service  
Very happy with service

**Date - March 2018**

**Surveys Completed - 2**

**Questions**

Following your recent contact with our service, please rate our range of facilities

<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
			4	5	<b><u>4.5</u></b>

How would you rate the quality of customer service you received

			4	5	<b><u>4.5</u></b>
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How would you rate the level of knowledge of the member of staff who assisted you

			4	5	<b><u>4.5</u></b>
--	--	--	---	---	-------------------

Were you satisfied with the length of time it took to assist you with your queries

			4	5	<b><u>4.5</u></b>
--	--	--	---	---	-------------------

Overall how satisfied were you with the outcome of your enquiry

			4	5	<b><u>4.5</u></b>
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**Comments**

Rang back within minutes

**Customer Service Exit Survey**  
**BENEFIT INTERVENTIONS**

**Date - June 2017**

**Surveys Completed - 5**

**Questions**

Following your recent contact with our service, please rate our range of facilities

<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
			4	20	<b><u>4.8</u></b>

How would you rate the quality of customer service you received

4	20				<b><u>4.8</u></b>
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How would you rate the level of knowledge of the member of staff who assisted you

4	20				<b><u>4.8</u></b>
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Were you satisfied with the length of time it took to assist you with your queries

				25	<b><u>5.0</u></b>
--	--	--	--	----	-------------------

Overall how satisfied were you with the outcome of your enquiry

				25	<b><u>5.0</u></b>
--	--	--	--	----	-------------------

**Comments**

Excellent service as it is

**Date - September 2017**

**Surveys Completed - 5**

**Questions**

Following your recent contact with our service, please rate our range of facilities

<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
			4	20	<b><u>4.8</u></b>

How would you rate the quality of customer service you received

				25	<b><u>5.0</u></b>
--	--	--	--	----	-------------------

How would you rate the level of knowledge of the member of staff who assisted you		25	<b><u>5.0</u></b>
Were you satisfied with the length of time it took to assist you with your queries		25	<b><u>5.0</u></b>
Overall how satisfied were you with the outcome of your enquiry	4	20	<b><u>4.8</u></b>

**Comments**

Staff very understanding of the situation

**Date - December 2017**

**Surveys Completed - 5**

**Questions -**

	<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
Following your recent contact with our service, please rate our range of facilities				8	15	<b><u>4.6</u></b>
How would you rate the quality of customer service you received				4	20	<b><u>4.8</u></b>
How would you rate the level of knowledge of the member of staff who assisted you					25	<b><u>5.0</u></b>
Were you satisfied with the length of time it took to assist you with your queries				4	20	<b><u>4.8</u></b>
Overall how satisfied were you with the outcome of your enquiry				4	20	<b><u>4.8</u></b>

**Comments**

Still awaiting outcome

Very pleased

Very good  
Top marks

**Date - March 2018**

**Surveys Completed -**

**Questions**

Following your recent contact with  
our service, please rate our range of  
facilities

**Poor (1)**

**Fair (2)**

**Good (3)**

**Very Good (4)**

**Excellent (5)**

**Average Score**

**0.0**

How would you rate the quality of  
customer service you received

**0.0**

How would you rate the level of knowledge  
of the member of staff who assisted you

**0.0**

Were you satisfied with the length of time  
it took to assist you with your queries

**0.0**

Overall how satisfied were you with the  
outcome of your enquiry

**0.0**

**Comments**

**Customer Service Exit Survey**  
**OVERALL TOTALS**

**Date - June 2017**

**Surveys Completed - 22**

**Questions**

	<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
Following your recent contact with our service, please rate our range of facilities	0	0	0	32	70	<b><u>4.6</u></b>
How would you rate the quality of customer service you received	0	0	3	28	70	<b><u>4.6</u></b>
How would you rate the level of knowledge of the member of staff who assisted you	0	0	0	20	85	<b><u>4.8</u></b>
Were you satisfied with the length of time it took to assist you with your queries	0	0	3	12	90	<b><u>4.8</u></b>
Overall how satisfied were you with the outcome of your enquiry	0	0	0	16	90	<b><u>4.8</u></b>

**Date - September 2017**

**Surveys Completed - 21**

**Questions**

	<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
Following your recent contact with our service, please rate our range of facilities	0	0	3	16	80	<b><u>4.7</u></b>
How would you rate the quality of customer service you received	0	0	0	12	90	<b><u>4.9</u></b>



How would you rate the level of knowledge of the member of staff who assisted you	0	0	0	4	100	<b><u>5.0</u></b>
Were you satisfied with the length of time it took to assist you with your queries	0	0	0	4	100	<b><u>5.0</u></b>
Overall how satisfied were you with the outcome of your enquiry	0	0	0	20	80	<b><u>4.8</u></b>

**Date - December 2017**

**Surveys Completed - 24**

**Questions**

	<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
Following your recent contact with our service, please rate our range of facilities	0	0	3	32	75	<b><u>4.6</u></b>
How would you rate the quality of customer service you received	0	0	0	16	100	<b><u>4.8</u></b>
How would you rate the level of knowledge of the member of staff who assisted you	0	0	0	16	100	<b><u>4.8</u></b>
Were you satisfied with the length of time it took to assist you with your queries	0	0	0	16	100	<b><u>4.8</u></b>
Overall how satisfied were you with the outcome of your enquiry	0	0	0	20	95	<b><u>4.8</u></b>

**Date - March 2018**

**Surveys Completed - 16**

**Questions**

	<b><u>Poor (1)</u></b>	<b><u>Fair (2)</u></b>	<b><u>Good (3)</u></b>	<b><u>Very Good (4)</u></b>	<b><u>Excellent (5)</u></b>	<b><u>Average Score</u></b>
Following your recent contact with our service, please rate our range of facilities	0	0	0	12	65	<b><u>4.8</u></b>
How would you rate the quality of customer service you received	0	0	0	4	75	<b><u>4.9</u></b>
How would you rate the level of knowledge of the member of staff who assisted you	0	0	0	4	75	<b><u>4.9</u></b>
Were you satisfied with the length of time it took to assist you with your queries	0	0	0	16	60	<b><u>4.8</u></b>
Overall how satisfied were you with the outcome of your enquiry	0	0	0	12	65	<b><u>4.8</u></b>