

## Customer Experience Survey

Thank you for taking the time to complete our experience survey. Any feedback that you provide will be used to help decide how our services should be developed in the future.

This should only take a few minutes to complete.

**Please only use the "Previous" and "Next" buttons, not your browser back button.**

### Use of your personal data

The London Borough of Bromley may use your personal data without your specific consent to provide you with one or more council services, and to comply with the council's statutory and legal obligations. Information about how the council uses and protects personal data and about personal data rights is available at [www.bromley.gov.uk/privacy](http://www.bromley.gov.uk/privacy)

Fill in form »

## Customer Experience Survey

Please tell us which service you contacted us about?



You are 17% complete.

1. Which service did you contact us about? (Required)

- Adult Social Services
- Benefits
- Blue Badges
- Building Control
- Business Rates
- Children Social Services
- Council Tax
- Education
- Electoral Services
- Financial Services
- Freedom Passes
- Greenspaces
- Housing Services
- Human Resources
- Parking Services
- Planning
- Public Protection
- Registrars
- School Admissions
- Streets
- Traffic and Highways
- Waste Services
- Other - please state below

2. Other

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# Customer Experience Survey

How did you contact us?



You are **33%** complete.

1. Please tell us how you got in touch (Required)

- Phone
- In person
- By email
- Online web form
- Social Media

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# Customer Experience Survey

Phone



You are **50%** complete.

1. Was your call answered within an acceptable time? (Required)

- Yes
- No
- Not applicable

2. Were you treated fairly and respectfully? (Required)

- Yes
- No
- Not applicable

3. Was your enquiry handled professionally? (Required)

- Yes
- No
- Not applicable

4. Was the advisor able to assist you with your enquiry? (Required)

- Yes
- No
- Not applicable

5. Were you confident with the answers you were provided with? (Required)

- Yes
- No
- Not applicable

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# Customer Experience Survey

In person



You are 50% complete.

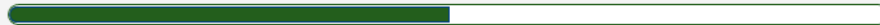
1. Were you seen with in 15 minutes of your arrival? (Required)
  - Yes
  - No
  - Not applicable
2. Were you treated fairly and respectfully? (Required)
  - Yes
  - No
  - Not applicable
3. Was your enquiry handled professionally? (Required)
  - Yes
  - No
  - Not applicable
4. Was the advisor able to assist you with your enquiry? (Required)
  - Yes
  - No
  - Not applicable
5. Were you confident with the answers you were provided with? (Required)
  - Yes
  - No
  - Not applicable

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# Customer Experience Survey

Email



You are 50% complete.

1. Was your email responded to within 5 working days? (Required)
  - Yes
  - No
  - Not applicable
2. Was your enquiry handled professionally? (Required)
  - Yes
  - No
  - Not applicable
3. Was the advisor able to assist you with your enquiry? (Required)
  - Yes
  - No
  - Not applicable
4. Were you confident with the answers you were provided with? (Required)
  - Yes
  - No
  - Not applicable

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## Customer Experience Survey

### Online form



You are 50% complete.

1. Was your form responded to within 5 working days? (Required)

- Yes
- No
- Not applicable

2. Did you find the form easy to locate and complete? (Required)

- Yes
- No
- Not applicable

3. Was the use of language clear and concise? (Required)

- Yes
- No
- no

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## Customer Experience Survey

### Social Media



You are 50% complete.

1. Was your enquiry responded to within 5 working days? (Required)

- Yes
- No
- Not applicable

2. Were you satisfied with the response provided? (Required)

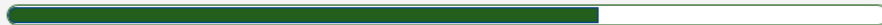
- Yes
- No
- Not applicable

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## Customer Experience Survey

### Service received



You are 67% complete.

1. Can you tell us what you found particularly good about the service?

2. Please state how satisfied you were with the service provided by the Customer Services team

- Not Satisfied
- Satisfied
- Very satisfied

3. Please tell us how can we improve?

4. What is your postcode?

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