

Please circle the letter that best describes the standard of service **VS=Very Satisfied S=Satisfied D=Dissatisfied VD=Very dissatisfied**

<b>LEARNING AND LEISURE</b>	<b>Arts and Events Heritage Services Libraries and Information</b>	<b>Education Client Early Years</b>	<b>Jobs and Skills Youth Services</b>	<b>Sport &amp; Active Recreation Parks &amp; Countryside</b>
How satisfied are you with how quickly you receive written replies, whether acknowledgements or full replies, from this department?	<b>vs s d vd na</b>	Please use the boxes below to make comments relating to specific services within the department		
How satisfied are you with how quickly your telephone calls were returned by this department?	<b>vs s d vd na</b>			
How satisfied are you with the quality of responses when making an enquiry to this department?	<b>vs s d vd na</b>			
How satisfied are you that you are kept informed through timely information of the work of this department?	<b>vs s d vd na</b>			
How satisfied are you with the level of customer care provided to your constituents by this department?	<b>vs s d vd na</b>			
How satisfied are you with the general working relationship between yourself as an elected member and this department?	<b>vs s d vd na</b>			
How satisfied are you that this department consults with yourself, as a ward member, regarding major changes in service delivery?	<b>vs s d vd na</b>			