

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

CHIEF EXECUTIVE'S UNIT	Executive Support Customer Services	Legal and Democratic Services
How satisfied are you with how quickly you receive written replies, whether acknowledgements or full replies, from this department?	vs s d vd na	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?	vs s d vd na	
How satisfied are you with the quality of responses when making an enquiry to this department?	vs s d vd na	
How satisfied are you that you are kept informed through timely information of the work of this department?	vs s d vd na	
How satisfied are you with the level of customer care provided to your constituents by this department?	vs s d vd na	
How satisfied are you with the general working relationship between yourself as an elected member and this department?	vs s d vd na	
How satisfied are you that this department consults with yourself, as a ward member, regarding major changes in service delivery?	vs s d vd na	