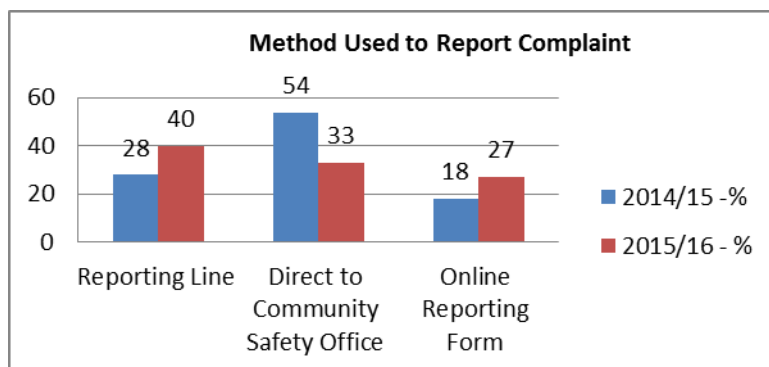
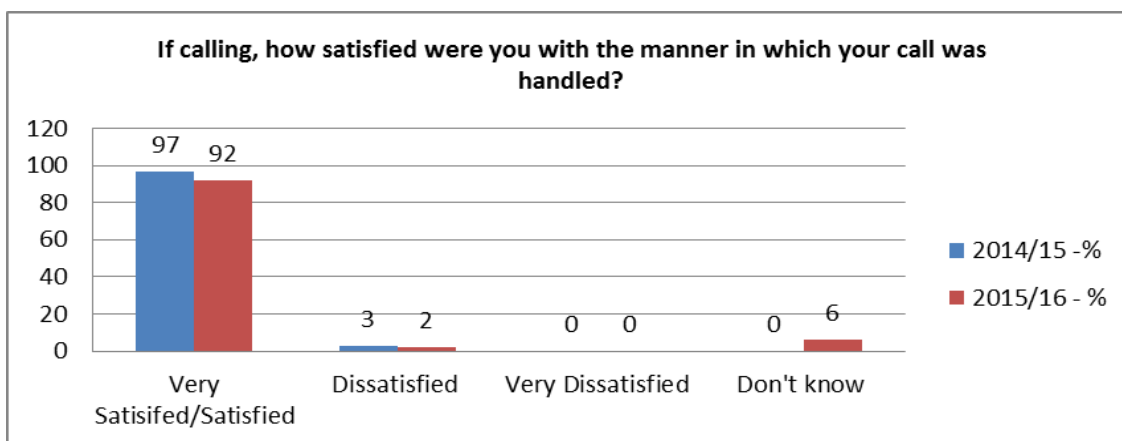


## Appendix 1 - Community Safety Customer Satisfaction Survey Comparable Results 2014/15 & 2015/16

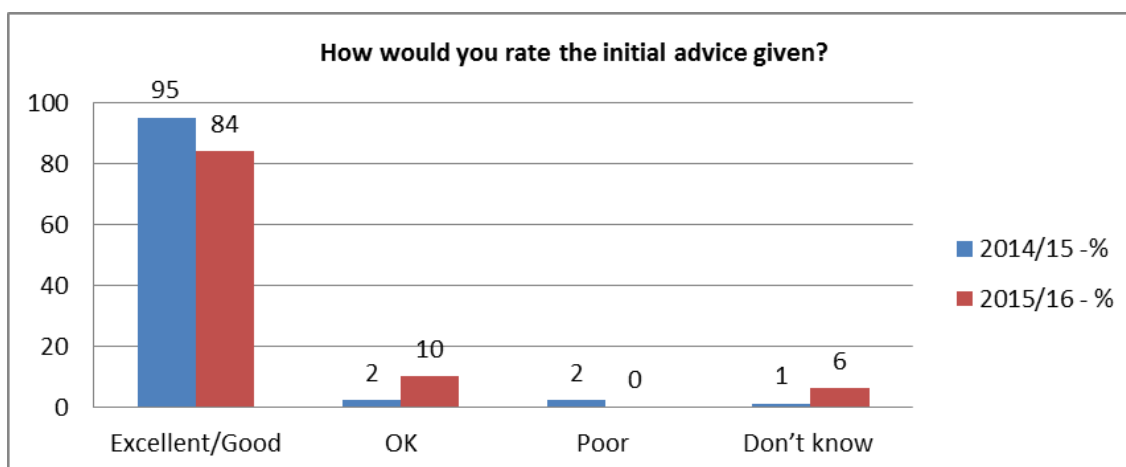
- Which method did you use to report your complaint?



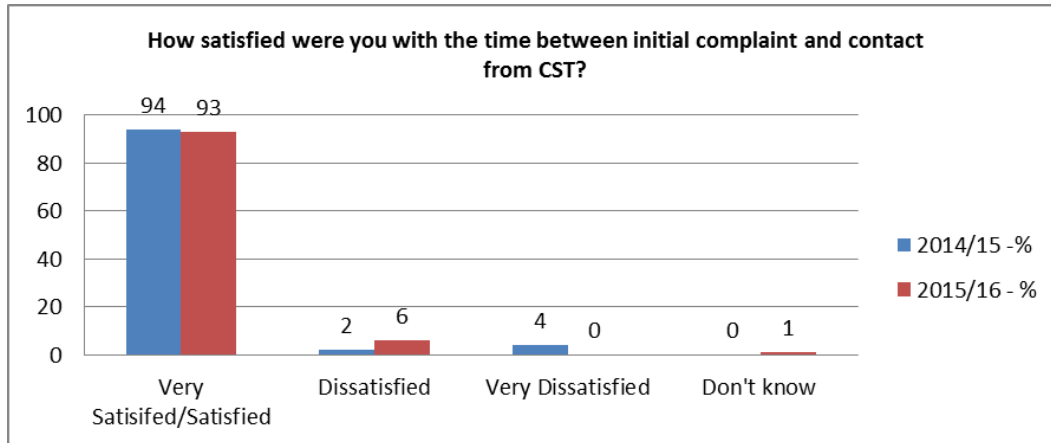
- If calling the Reporting Line or the Community Safety Office, how satisfied were you with the way your call was handled?



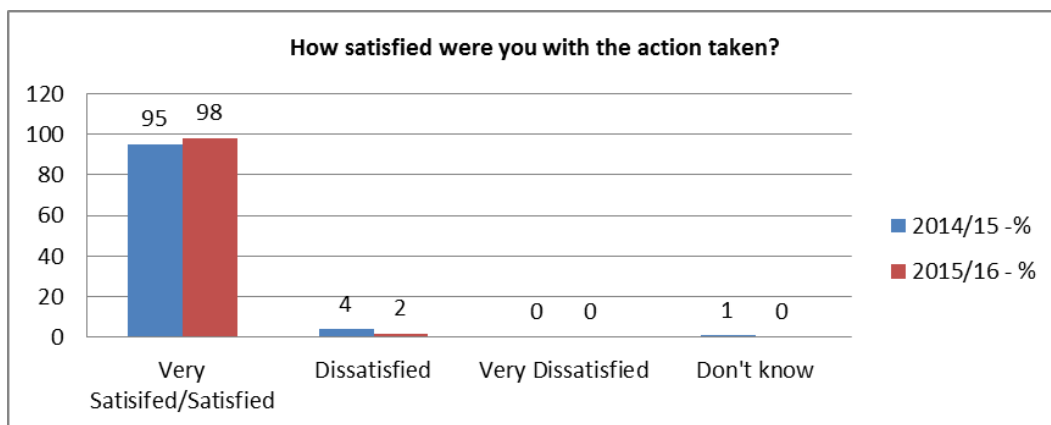
- How would you rate the initial advice given?



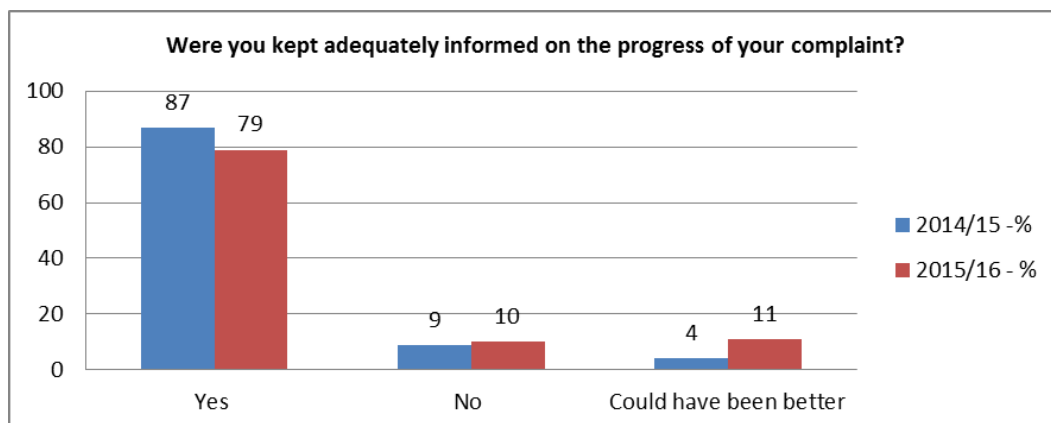
- How satisfied were you with the time taken between initial complaint and contact from the Community Safety Team?



- How satisfied were you with the action taken?



- Were you kept adequately informed on the progress of your complaint?



- How satisfied were you by the overall service you received?

