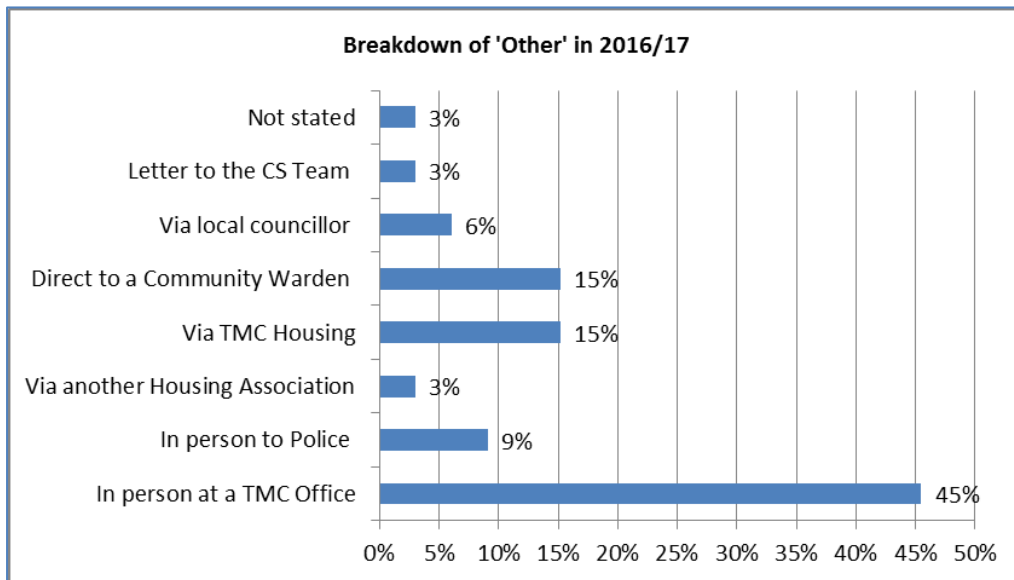
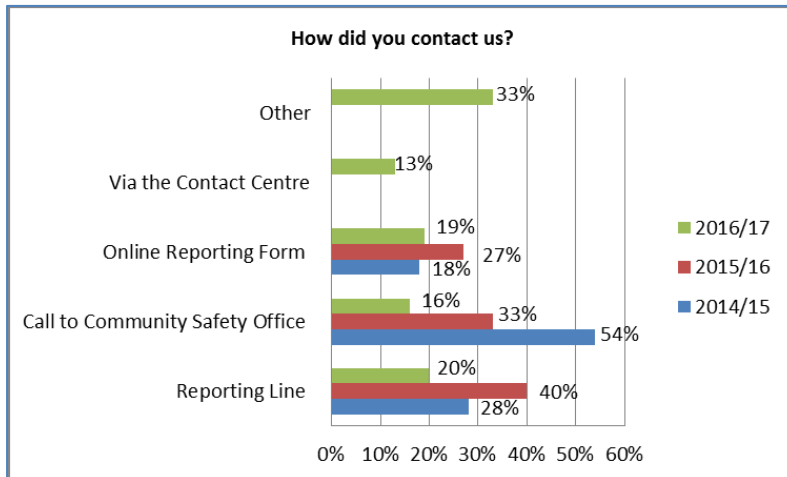
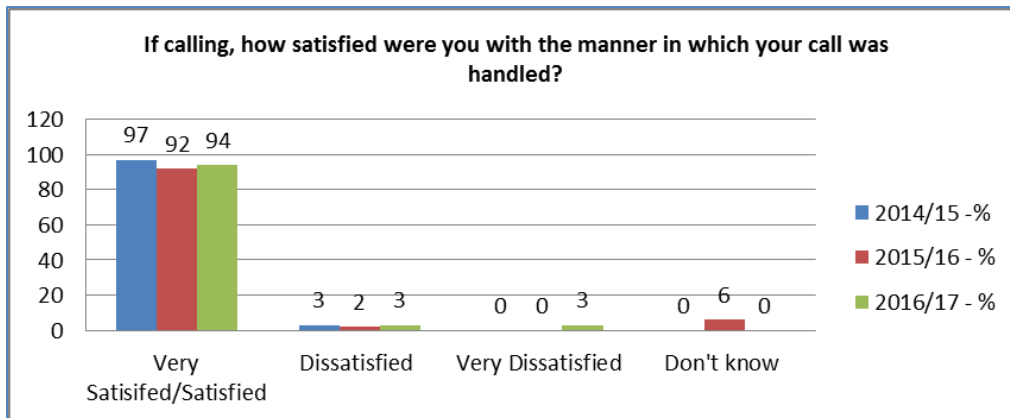


Community Safety Customer Satisfaction Survey Results 2016/17

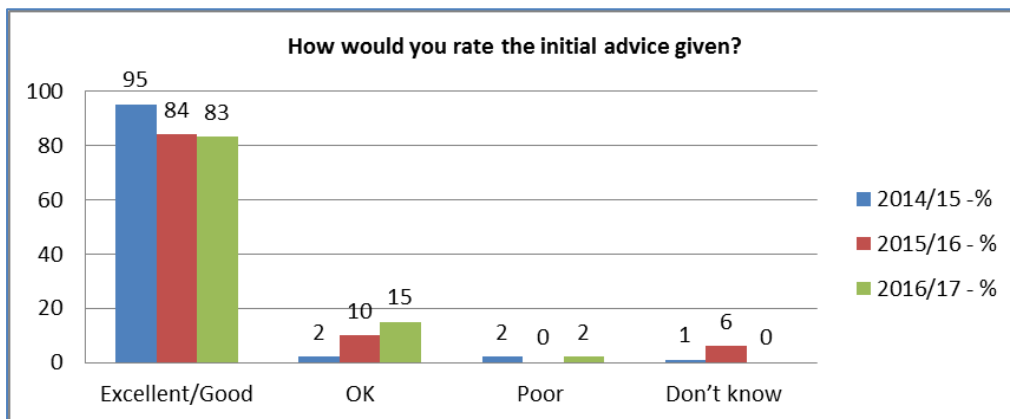
Q1 – How did you contact us?



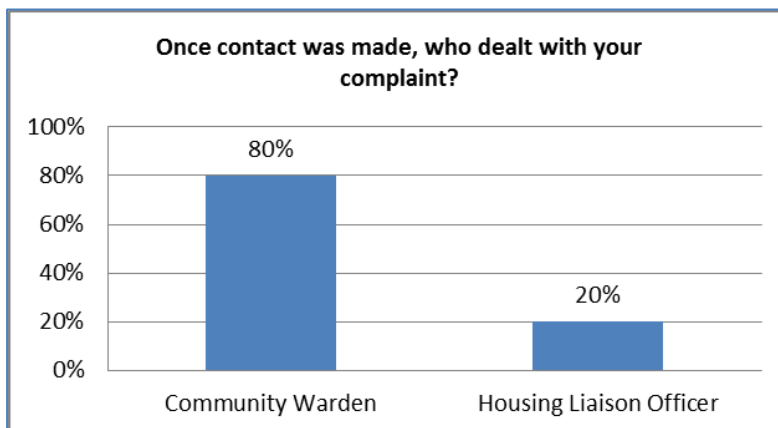
Q2. If calling, how satisfied were you with the manner in which your call was handled?



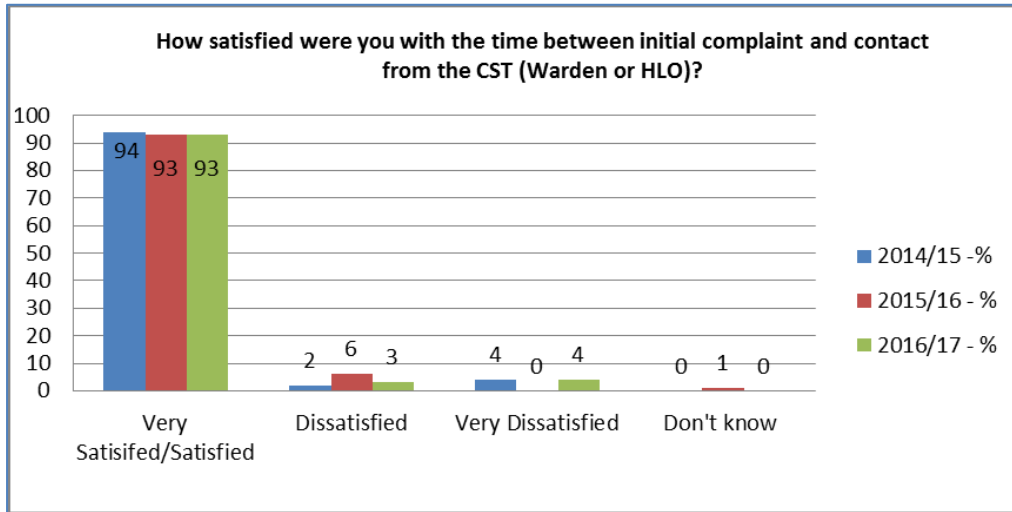
Q3. How would you rate the initial advice given?



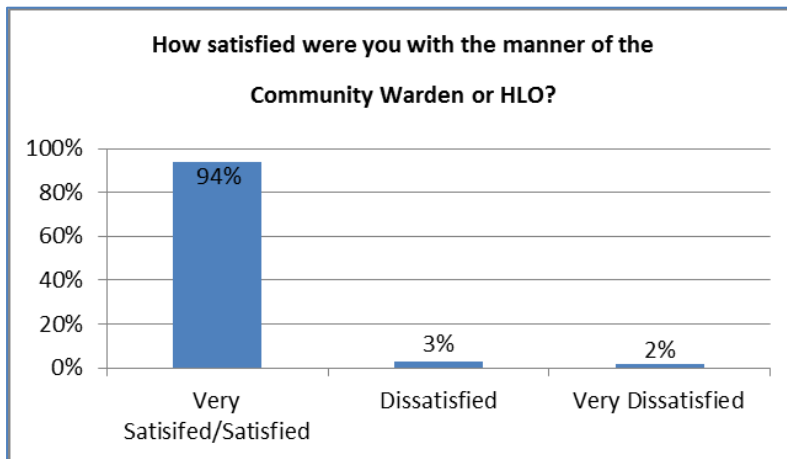
Q4. Once contact was made, who dealt with your complaint? (New question for 2016/17)



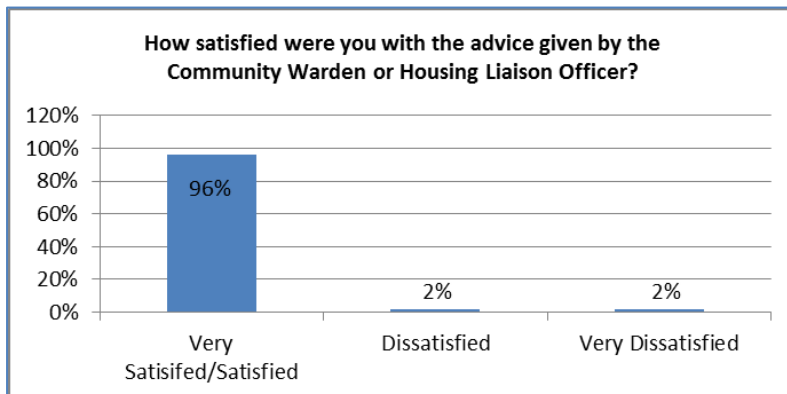
Q5. How satisfied were you with the time between initial complaint and contact from the CST (HLO or Warden)?



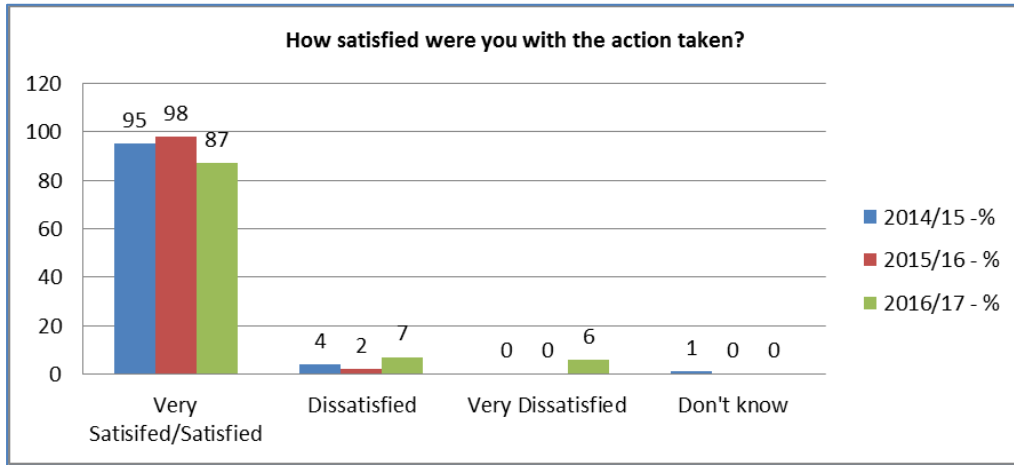
Q6. How satisfied were you with the manner of the Community Warden or Housing Liaison Officer? (New question for 2016/17)



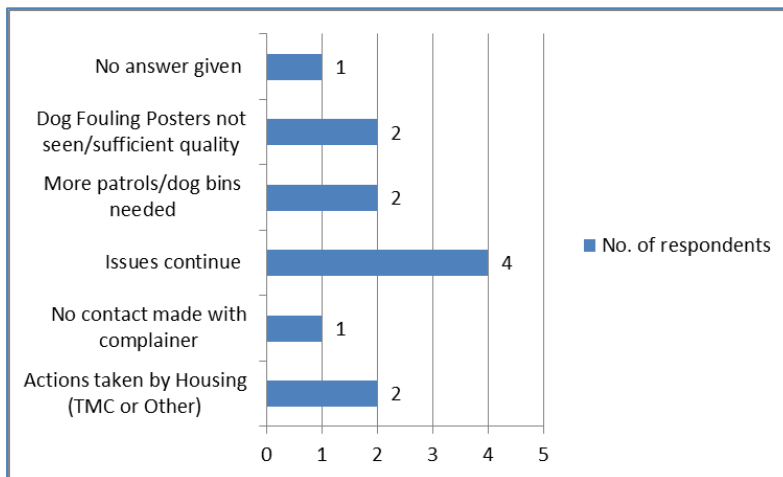
Q7. How satisfied were you with the advice given by the Community Warden or Housing Liaison Officer? (New question for 2016/17)



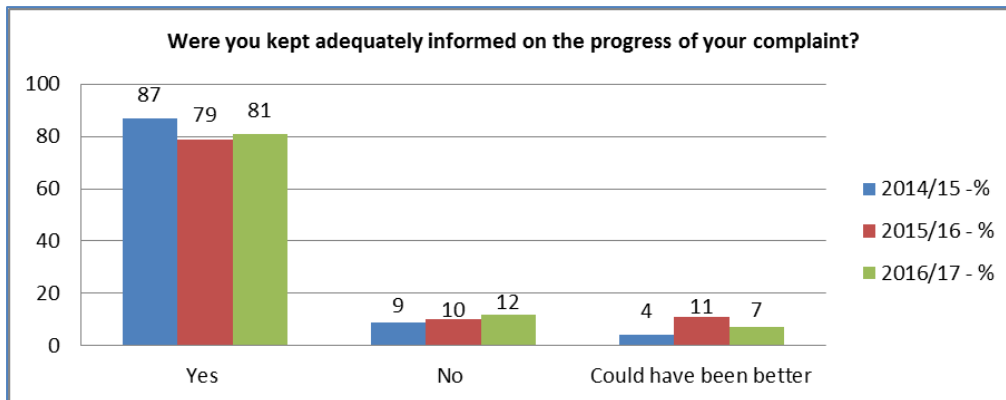
Q8. How satisfied were you with the action taken by the Community Warden or Housing Liaison Officer?



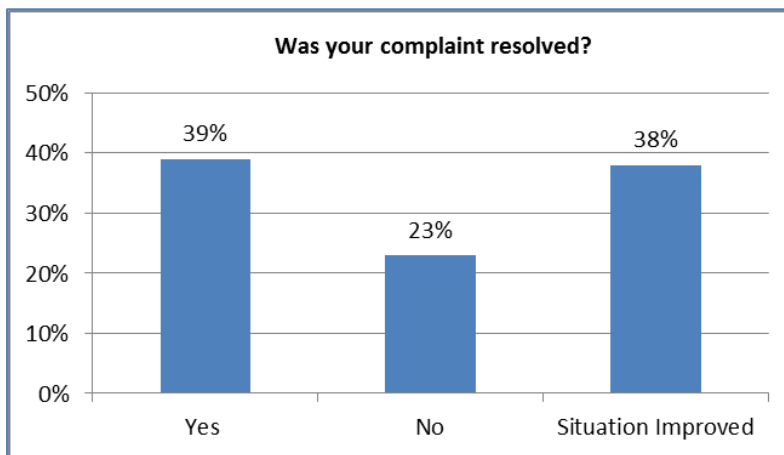
In 2016/17, 13% (12 respondents) stated they were either Dissatisfied or Very Dissatisfied with the action taken. Looking at the 12 responses further provides a breakdown of reasons why they were not satisfied;



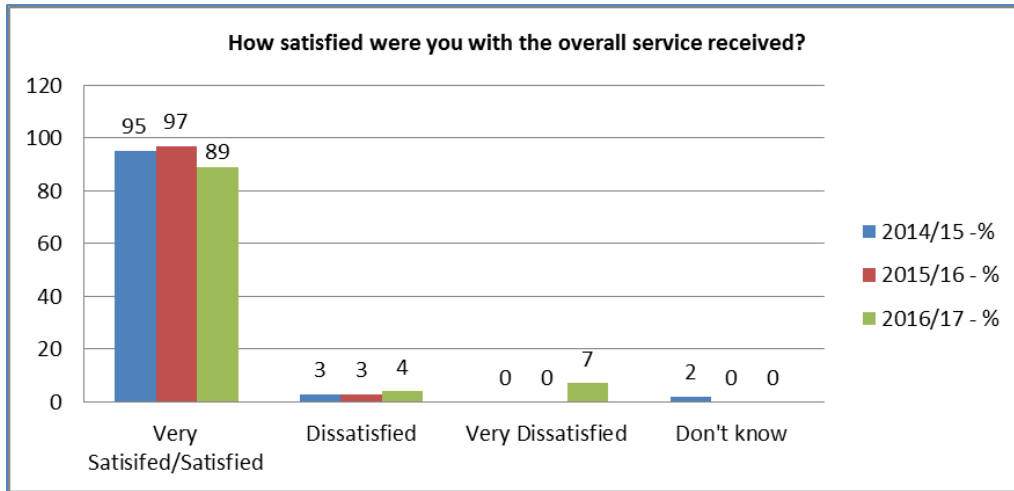
Q9. Were you kept adequately informed on the progress of your complaint?



Q10. Was your complaint resolved? (New question for 2016/17)



Q11. How satisfied were you by the overall service you received?



In 2016/17, 11% (10 respondents) stated they were either Dissatisfied or Very Dissatisfied with the overall service received. Looking at these 10 responses further provides the following;

