

Appendix 1



Antisocial Behaviour Customer Satisfaction Survey 2008-09

In October 2007, the Antisocial Behaviour (ASB) Service introduced a Customer Satisfaction Survey, which is sent out to complainants following the closure of their complaint. This evaluation looks at the surveys returned during 2008/09, the first full year of the survey.

A total of 69 surveys were returned out of 179 that were sent out, a return rate of 39%. Of these, 61 reported the involvement of either the Community Warden service and/or the Moray Council and it is these returns that will be evaluated in this report.

Time Taken to Respond to Complaint

82% of respondents were either 'very satisfied' or 'satisfied' with the time taken to respond to their complaint.

Outcome of Complaint

70% of respondents stated their complaints had either been resolved or had improved.

Action Taken

78% of respondents were either 'very satisfied' or 'satisfied' with the action that was taken to resolve their complaint.

Contact with Office

78% of respondents thought the contact with the ASB Office was either 'excellent' or 'satisfactory'

Advice with Office

71% of the respondents thought the advice given by the ASB office was either 'very helpful' or 'helpful'.

Community Warden Service

81% of respondents thought the service provided by the Community Wardens was either 'excellent' or 'satisfactory'.

It is also important to note that of the remaining percentages almost 13% of respondents didn't answer some of the questions relating to the above so it was not that they were dissatisfied. Only up to 7% were dissatisfied in any of the above categories. The reason for dissatisfaction for each of those is being considered and any area for improvement will be addressed.

