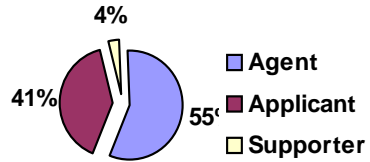


POSTAL QUESTIONNAIRE

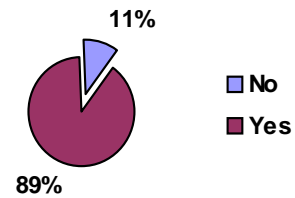
Customer Care Survey for Planning Application Process

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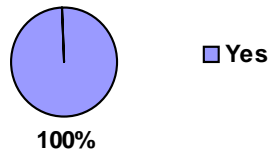
A. What was your involvement in this application?



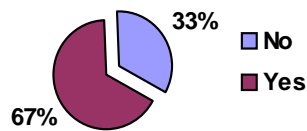
B. Application approved?



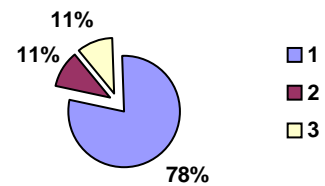
B. Do you understand why this decision was reached?



C. Receive correspondence?



C. How would you rate the correspondence?



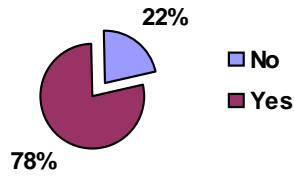
1 would be easy to understand,
3 would be difficult to understand

POSTAL QUESTIONNAIRE

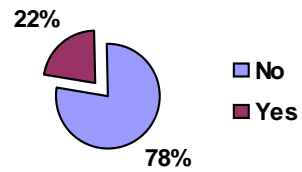
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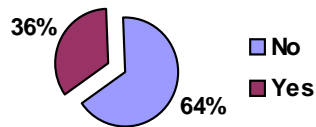
D. Did phone call or letter satisfactorily answer your question?



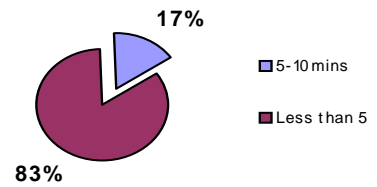
E. Did you visit the division to discuss or view the application?



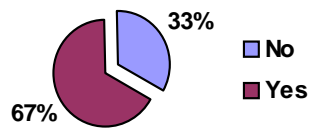
F. Did you have an appointment?



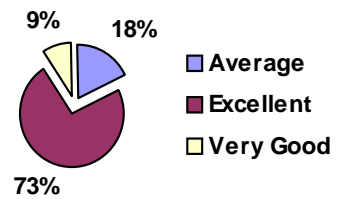
F. How long did you have to wait before you met the appropriate officer?



I. Did you get the information you were seeking?



J. How did you rate the service given by the staff you met?



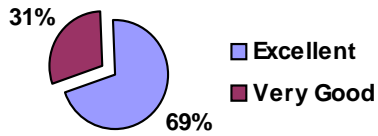
POSTAL QUESTIONNAIRE

Customer Care Survey for Planning Application Process

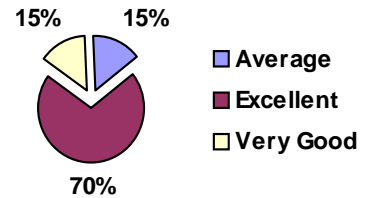
For questionnaires received during the period 01/04/2015 To 31/03/2016

K. Please rate the division's performance in the following areas

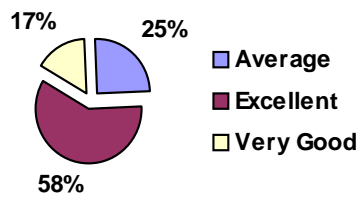
Courteous Staff



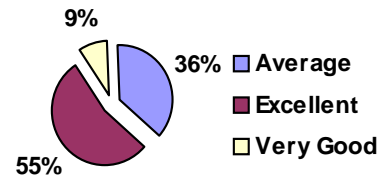
Knowledgeable Staff



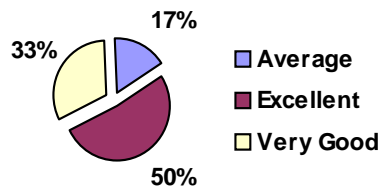
Reception Facilities



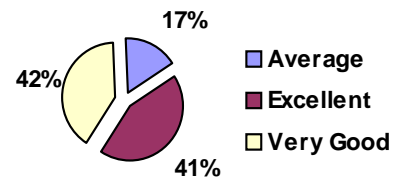
Useful Information Pamphlets



Layout of Application Forms/Notices



Format of Policy Documents, e.g. Local Plans/Advice Notes



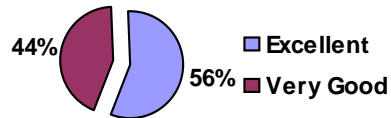
POSTAL QUESTIONNAIRE

Customer Care Survey for Planning Application Process

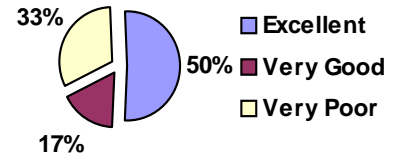
For questionnaires received during the period 01/04/2015 To 31/03/2016

K. Please rate the division's performance in the following areas (cont)

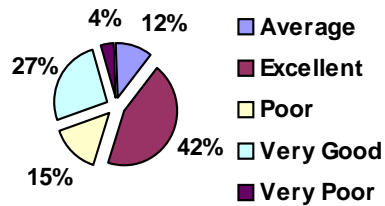
Providing assistance with forms and plans



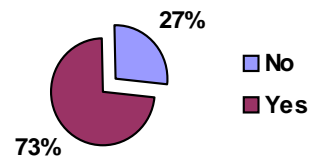
Other



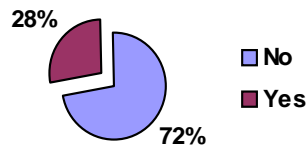
L. Overall Impression of the Service



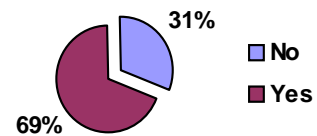
M. Do you believe the application was processed in an adequate timescale?



N. Do you believe there was unnecessary delay in the processing of the application?



O. Were you made aware of the processes being undertaken regarding the application?

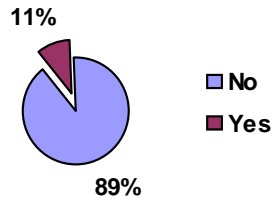


POSTAL QUESTIONNAIRE

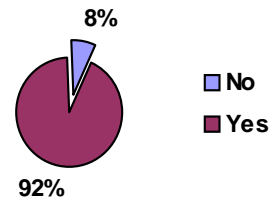
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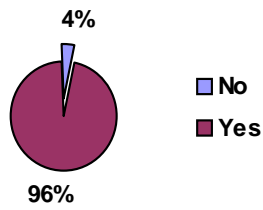
P. Did you have any difficulty getting to the Division's offices?



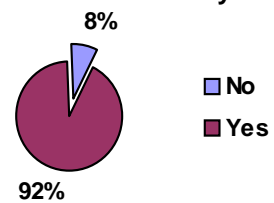
Q. Do you know of, or make use of the Division's web site?



R. Would you be prepared to submit future applications/representations via the web?



S. Are you NOW in a position to submit applications/representations electronically?



T. Received the mail within 2-3 working days electronically?

