

# Customer Survey

Thank you for your feedback

## Registration Services Customer survey March 2019

From October to March 2019 we gained customer feedback by sending an email to all customers attending appointments or ceremonies. Over this period 684 customers responded to our customer surveys:

Customers responded to the following questions:

- Which venue did you visit (to cover Civic and others)
- What service did you use (appointment, ceremony or other service)
- Did you find it easy to make contact and find our service?
- Were you seen on time?
- How helpful and polite did you find our staff during your visit?
- Were we able to answer all your questions?
- Were there suitable appointments available?
- Would you have preferred? (earlier, later or no preference on appointments)
- How would you rate our office accommodation?
- If you have a disability, was it difficult for you to access our services?
- Overall how satisfied or dissatisfied are you with the services you received during your visit?
- Any comments or suggestions to improve our services?

Of those who responded, the majority visited our offices in Central Milton Keynes. Approximately 30% of these were birth appointments; 29% death registrations; 13% notice appointments; 23% ceremonies; 1% Nationality Checking (ceased November 2018) and the remainder were for copy certificates and other registration business.

Overall most people (93%) found it easy or extremely easy to contact us and were seen on time. 97% found staff very or extremely helpful and polite and 99% said we were able to answer all of your questions. Most people (91%) felt we are able to offer them suitable appointment and ceremony times and would not prefer different times. However 25 customers would have preferred an earlier appointment and 45 would have liked later appointments.

Our accommodation was rated as acceptable or better by most, however customers did mention the size of the office and corridor making it difficult for buggies and that parking could be an issue.

Our Ceremony Officers at marriages and other ceremonies were rated as well presented (98%) and couples found the pre ceremony meeting very helpful, putting them at ease, helped with nerves and explained the process making the event more relaxed and special.

Overall 95% of customers were satisfied or very satisfied with our services which is great feedback for our team. Only 2 customers were dissatisfied with our services. Fuller customer comments are on the following page. As always we look to address any areas that customers bring to our attention.

Since the last survey we received 1 formal complaint – about the correction process – and 26 formal compliments about staff and services, all logged on the corporate system.

Further survey summaries will be published every six months and in the meantime we continue to encourage customers to provide feedback in person or using the Registrars or MK Council's online customer feedback forms which are logged on the Council wide customer comments, compliments and complaints system.

Thank you for your time and support

Registration Services Team

# Customer Survey

**Thank you for your feedback**

## **Some of the things you said about our team and services:**

- The staff member was excellent. She made us feel at ease with an emotional task
- I was apprehensive with the office having moved from the beautiful building at Bletchley however it was lovely and the outdoor space is beautiful. The registrar was just wonderful
- It was very easy to book an appointment, change the appointment when needed, and the appointment itself went very smoothly
- Would be better if the room had ample room for a pushchair
- The service we received we are unable to fault in any way however, we had trouble with the website and parking
- Booking an appointment by phone needs better approach: lack of compassion and concern

## **What we did/are doing:**

- Our larger ground floor accommodation, with our own dedicated entrance, in the Civic building in Central Milton Keynes means we have more waiting space and a larger ceremony room with parking for the wedding car. Baby changing facilities are available. Our garden is taking a while to establish but our Landscaping Team have added some colour and will keep it neat and tidy
- We have added some additional signage and maps to our emails to help people find us. We have reminded the hospital teams and GP's about our move last year and Parking are reviewing meter signage
- Online booking via our website for most services is available 24/7 and the Contact Centre is open 9am-5.15pm weekdays. We are adding self check in for appointments later this year and have made our confirmation pages clearer
- We continue to review and update our website and emails based on your feedback – if you have any suggestions we would love to hear them
- The Contact Centre is learning from your feedback, they better appreciate that our sensitive appointments need extra care and attention
- We continue to review our processes, services, staffing levels and opening times based on your feedback
- We will continue to pass on your thanks and comments to our team to show how much you appreciate their services

Thank you again for your feedback. Feedback helps us ensure we continue to provide the services you value.  
Registration Services Team