

Customer survey feedback

Registration Services

April – Sept 2019

We send out a survey to all customers attending appointments, ordering certificates and having their ceremonies with us. We also receive compliments and complaints via the formal council system. This is a summary of your feedback and the actions we are taking.

Feedback on services

Between April and September we received 631 surveys.

Of these 28% were about birth registrations; 27% death registrations; 14% notice appointments; 10% copy certificates; 19% on wedding and other ceremonies.

Most found it easy to contact us (94%) and found the team very or extremely helpful and polite. Most said we answered all your questions. A few would have liked an appointment before 9am or after 5.30pm.

Our accommodation was rated as very good (54%). The main concerns being corridor, waiting and meeting room space and parking.

Overall 94% of customers were satisfied or very satisfied with our services which is lovely for our hardworking team to hear.

In the period we received 2 formal complaints about copy certificate orders and postal issues and 4 formal compliments.

We really appreciate your feedback



What you said ...

Wonderful service, attention to detail was exceptional; everything was perfect; all the staff we met along the way were very helpful; the first choice date we wanted for our ceremony wasn't available but we found a suitable alternative; they made us feel special; great service overall, made a difficult process easier and less upsetting; extremely helpful and nice staff; you took the time to explain things; excellent service, no improvement needed.

What we are doing ...

The Contact Centre is learning from your feedback, they better appreciate that our sensitive appointments need extra care and attention

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

We continue to review our building, 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 for your time and support