

Customer survey feedback

Registration Services

October 2019 – March 2020

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 October and March we received 593 surveys.

Of these 32% were about death registrations; 28% birth registrations; 11% notice appointments; 8% copy certificates; 20% on wedding and other ceremonies.

Most found it easy to contact us (97%) and found the team very or extremely helpful and polite. A couple of people would have liked an appointment after 5.30pm.

Our accommodation was rated as very good (57%). The main concerns being the appointment space was too hot/small, corridor width and parking.

Overall 93% of customers were satisfied or very satisfied with our services which is lovely for our hardworking team to hear. 2.5% felt the service was what they expected.

In the period we received five formal complaints about notice processes; Civil Partnership availability; copy certificate delivery and corrections and 26 formal compliments.

We really appreciate your feedback



What you said ...

We were seen early and the registrar was lovely; staff were understanding at a difficult time; friendly and informative; impressed with the running of the office; excellent service; professional, caring and well explained; they put us at ease and made our day extra special; the registrar looked after me and made my life so much easier; using the online booking was easy for me as I preferred that to making a call; I didn't see the door signs straight away; parking was not provided for appointments; their calm manner really helped me through; could more be done online.

What we are doing ...

The Contact Centre have learnt from your feedback, they better appreciate that our sensitive appointments need extra care and attention.

Online booking via our website is available 24/7 for most services and the Contact Centre is open 9am- 5.15pm weekdays. We are adding self check in for appointments and have made our confirmation pages clearer. We will look to see if any other booking types can go online and feedback to our regulator on those services customers would like modernised or simplified.

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.

We will continue to pass on your thanks and comments to our team to show how much you appreciate their services.



milton keynes council