

# Customer survey feedback

## Registration Services

**October 2021 – March 2021**

A survey link is emailed to all customers attending appointments, ordering certificates and having their ceremonies with us.

We also receive compliments and complaints via the formal council system.

### Feedback on services

Between October 2020 and March 2021 we received 721 surveys and one formal complaint regarding fees for a notice appointment; and many informal and formal compliments.

Of these 36% were about death registrations; 27% birth registrations; 8% notice appointments; 9% copy certificates; 20% on wedding and other ceremonies.

Most found it easy to contact us (84%) and found the team very or extremely helpful and polite (97%). A couple of people would have liked different availability.

Our accommodation was rated good or very good (95%). The main concerns being the appointment space was too small, corridor width and lack of indoors waiting space.

Overall, 93% of customers were satisfied or very satisfied with our services which is lovely for our hardworking team to hear.

Sadly, there remain many Covid 19 restrictions in place, but we endeavour to operate as best we can within these. Your valuable feedback helps us ensure the team know their work is appreciated and where and how we

**We really appreciate your feedback**



### What you said ...

The safety measures put in place due to Covid 19 were exceptional. We were made to feel very welcome and forget all about the sadness in the world for 15 minutes! Thank you so much.

The registrar was helpful, friendly, respectful, sympathetic and patient. So made it easy and not stressful.

Not all services are open, keep the website updated more often please.

Keep death registration by telephone; only issue was waiting for certificates in the post.

Under the circumstances of a pandemic the service was unfussy, Registrar and agent were polite understanding and acted in an appropriate manner.

### What we are doing ...

We have made our building Covid19 Secure and received reassuring comments from customers on how this helped them feel safe coming in to register baby, give notice or have a ceremony.

Online booking via our website is available 24/7 for most services and the Contact Centre is open 9am- 5.15pm weekdays.

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, such as death registration by phone.

We continue to review and update our website and emails based on your feedback – if you have any additional suggestions, we would love to hear them.

**Thank you for your time and support**