

Customer Care Survey - Midlothian Building Standards Service

Following your experience with Building Standards, I would appreciate a few moments of your time to complete this questionnaire relating to the service you received.

Please return your completed form using the enclosed prepaid envelope OR email a scanned image to:
building_standards@midlothian.gov.uk

Q1. The Building Standards Service(s) you used - please select item(s) either from category a) or b):

a) Approval: 1) Obtain a Building Warrant 2) Inspections and obtain a Completion Certificate

OR

b) Miscellaneous: 1) General advice 2) Copy of documents 3) Property enquiry

4) Other (please specify):

If possible, please provide the reference number of your application:

Q2. You are the: Applicant Agent Other (please specify):

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Don't know or not applicable
Timeliness						
Q3. Midlothian Building Standards was easy to access (for example location, opening hours, web site, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q4. Time taken for a member of staff to respond to your telephone calls, emails, letters or visits to our office. Our targets: a) Telephone - answer within 5 rings, or provide an answer phone and respond within 24 hours. b) Emails and letters - respond within 10 working days. c) Office visits - meet at reception within 10 minutes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q5. Someone took responsibility for your application/enquiry.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q6. Time taken to deal with your application/enquiry from start to finish met the timescales we promised you.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information						
Q7. Sufficient information was available from Midlothian Building Standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q8. The quality of the information you received.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q9. The information we provided was easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism and Staff Attitude						
Q10. Midlothian Building Standards staff answered your queries in a professional and knowledgeable manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q11. You were treated fairly throughout the process of your application/enquiry.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12. You were treated in a polite and courteous manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satisfaction with Service						
Q13. Your view of our overall service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q14. Your view of the final outcome.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contact

Q15. If you have answered any of the above questions 'dissatisfied' or 'very dissatisfied', it would be helpful if we could talk to you, to understand the issues you faced and to try to ensure that they do not occur again in the future. If you have any other queries about the service we provide, we would also be pleased to talk to you.

Would you like us to contact you?

Yes No

Your preferred contact details:

Feedback

Please make any additional comments or suggestions that may help us to improve our service.

Without identifying individual customers, we may occasionally use customers' feedback comments to publicise our service. If you agree to your positive or negative comments being used in this way, please tick Yes in the box below.

Yes

Thank you for taking the time to complete this form. Your feedback is important to us, and will help to assess and improve the quality of the Midlothian Building Standards Service.



John Delamar
Building Standards Manager
0131 271 3322
john.delamar@midlothian.gov.uk

Data Protection Act 2018

By submitting this form, you agree to Building Standards using the data to assess the performance of the Building Standards service. For information on how your personal data is used by the Council visit our data protection page [here](#).