



National Customer Satisfaction Survey

Item	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28
Responses for Midlothian	10	20	Na	Na	Na	Na
Midlothian - Overall satisfaction	6.2	7.7	Na	Na	Na	Na
Scotland - Overall satisfaction	7.8	8.2	Na	Na	Na	Na

Survey commissioned by the Building Standards Division of the Scottish Government. Rating scale used is 1 'not at all satisfied' to 10 'completely satisfied'.

