



## Customer Service Satisfaction Survey

Please participate in the Municipality of West Elgin Customer Service Survey. Your feedback will be used for quality assurance purposes and is greatly appreciated. All responses will be treated in a confidential manner.

In regards to your most recent interaction, how did you first contact the Municipality of West Elgin?

- By phone
- By email
- In person

How many times did you contact the Municipal Office for this same request?

- One
- Two
- Three or more

What was the nature/reason for contacting the Municipality of West Elgin?

- Information request – general enquiry
- Service request – to report a problem

Please rate your level of agreement with the following statements on a scale of 1 to 5 where 1 is “Strongly disagree” and 5 is “Strongly agree”:

- Staff were knowledgeable
- Staff was courteous
- Staff were easy to understand
- I received accurate information
- My questions were answered

How satisfied were you with the overall quality of customer service provided by the Municipality of West Elgin?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- Not applicable

How satisfied were you with the amount of time it took to get your service request or complaint resolved?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied
- Not applicable

In the end did you get what you needed?

- Yes
- No
- I got part of what I needed
- Not applicable