



REVENUES & BENEFITS - CUSTOMER SATISFACTION SURVEY

We aim to provide a high level of service and we need your help to do this. Please tick the appropriate boxes and add any comments or suggestions you would like to make.

Which of the following services offered by Revenues & Benefits have you used?

Council Tax

Housing/Council Tax Benefits

Business Rates

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	not applicable
The staff were helpful, polite and treated me fairly.						
I was satisfied with the advice /information/ debt guidance given.						
I was given clear answers to my questions.						
I was satisfied with the length of time it took to deal with my query.						
I was satisfied overall with how staff dealt with my telephone enquiries/ letters/visits.						

Please use the space below for any comments or suggestions.

If you want us to reply to your suggestion or comment, please fill in your name and address in the space below:

Please return the form (no stamp required) to:
**Revenues & Benefits Service,
East Devon District Council,
FREEPOST EX108
Sidmouth, EX10 8YZ.**

If you want any help to fill out this survey form, please contact us on (01395) 517446