

Thank you for participating in Eurobodalla Shire Council's Customer Service Survey.

Through your valuable input and feedback we are able to evaluate the level of service we provide, using this as an important tool to improving our service delivery to you.

Please answer the following questions on your most recent experience with us, by ticking the appropriate boxes:

1. How did you contact Council?

- In Person By Phone By Letter By Email
- By Fax By Council Webpage Other (please specify) _____

2. What was your enquiry regarding?

- Planning & Building Environmental/ Health Roads / Recreation Animal Control
- Rates / Finance Water / Sewer Community Services Waste
- General Information Other (please specify) _____

3. How would you rate the courtesy and friendliness of the Council Officer?

- Excellent Very Good Satisfactory Unsatisfactory

4. How would you rate the Council Officer's level of knowledge?

- Excellent Very Good Satisfactory Unsatisfactory

5. How would you rate the your level of satisfaction with the information provided by the Council Officer? Was the provided information easy to understand, and did the Officer explain the processes?

- Excellent Very Good Satisfactory Unsatisfactory

6. Were you satisfied with the quality of service you received?

- Excellent Very Good Satisfactory Unsatisfactory

7. Was your enquiry dealt with promptly?

- Yes No

8. Was your query dealt with by the first person you had contact with, or were you referred to another Council Officer?

- First person of contact Other Council Officer

9. Overall, how would you rate the level of customer service provided?

- Excellent Very Good Satisfactory Unsatisfactory

10. Please share your suggestions as to how we may provide better service to you in the future?

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11. If you have a compliment or any further feedback you wish to add about our service, please provide it below:

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Thank you for your time and valuable feedback.

Completed Customer Service Surveys can be posted to PO Box 99, Moruya NSW 2537; emailed to council@eurocoast.nsw.gov.au; or dropped off at one of our Customer Service Centres:

- Cnr Vulcan & Campbell Streets, Moruya
- Princes Highway, Batemans Bay
- Glasshouse Rocks Rd, Narooma

This survey can also be found online at our website: www.esc.nsw.gov.au

For any further information, please call us on (02) 4474 1000.