

Customer Survey Results May 2019

Marriages and Civil Partnerships

Total number of surveys sent **44**
 Total number of surveys completed **16**
 percentage returned **36.36%**

Question	Yes		No		Not applicable	
	No.	%	No.	%	No.	%
1a) Were you offered an appointment within 5 working days of contacting us, or if later than this on a date that was more convenient for you	15	93.75%	1	6.25%	0	0.00%
1b) Was the register office convenient for you?	16	100.00%	0	0.00%	0	0.00%
2a) Were you seen within 10 minutes of your appointment time?	15	93.75%	1	6.25%	0	0.00%
2b) If you arrived without an appointment were you able to complete your business on the day	4	100.00%	0	0.00%	12	75.00%
Would you have preferred an appointment at an alternative time:						
3a) Early morning between 08:00 and 09:00	3	25.00%	9	75.00%	4	25.00%
3b) Early evening between 16:00 and 18:00	5	41.67%	7	58.33%	4	25.00%
3c) Saturday morning between 09:00 and 12:00	5	38.46%	8	61.54%	3	18.75%

If you contacted us by telephone:

4a) Was your call answered promptly?	15	93.75%	1	6.25%	0	0.00%
4b) If you left an answer phone message were you called back?	1	50.00%	1	50.00%	14	87.50%
4c) Was the member of staff helpful, informative and polite?	15	100.00%	0	0.00%	1	6.25%

Tell us about your visit to the Register Office:

5a) Was the office easy to find?	15	100.00%	0	0.00%	1	0.00%
5b) Was the waiting area comfortable?	15	100.00%	0	0.00%	1	6.25%
5c) Were staff polite, professional and helpful?	15	100.00%	0	0.00%	1	6.25%
5d) Were you satisfied with the service you received?	15	100.00%	0	0.00%	1	6.25%
6) Was it easy to find the information you needed about the service you required?	16	100.00%	0	0.00%	0	0.00%

Comments:

All good.

Received excellent help from all staff.

The staff were extremely helpful and polite.

Very nice staff, helpful and patient.

Staff provided a very good service, very helpful couldn't thank the team enough.

Good guidance and information provided by all staff encountered. Helpful and welcoming.

Customer Survey Results May 2019

Deaths

Total number of surveys sent	91
Total number of surveys completed	29
percentage returned	31.87%

Question	Yes		No		Not applicable or not completed	
	No.	%	No.	%	No.	%
1a) Within 2 working days of contacting us or if later than this on a date that was more convenient for you?	29	100.00%	0	0.00%	0	0.00%
1b) Was the Register Office convenient for you?	27	100.00%	0	0.00%	2	6.90%
2a) Were you seen within 10 minutes of your appointment time?	27	96.43%	1	3.57%	1	3.45%
2b) If you arrived without an appointment were you able to complete your business on the day	6	85.71%	1	14.29%	22	75.86%
Would you have preferred an appointment at an alternative time:						
3a) Early morning between 08:00 and 09:00	3	16.67%	15	83.33%	11	37.93%
3b) Early evening between 16:00 and 18:00	2	12.50%	14	87.50%	13	44.83%
3c) Saturday morning between 09:00 and 12:00	1	5.88%	16	94.12%	12	41.38%

If you contacted us by telephone:

4a) Was your call answered promptly?	26	100.00%	0	0.00%	3	10.34%
4b) If you left an answer phone message were you called back?	1	100.00%	0	0.00%	28	96.55%
4c) Was the member of staff helpful, informative and polite?	23	95.83%	1	4.17%	5	17.24%

Tell us about your visit to the Register Office:

5a) Was the office easy to find?	28	100.00%	0	0.00%	1	3.45%
5b) Was the waiting area comfortable?	28	100.00%	0	0.00%	1	3.45%
5c) Were the staff polite, professional and helpful?	28	100.00%	0	0.00%	1	3.45%
5d) Were you satisfied with the service you received?	28	100.00%	0	0.00%	1	3.45%
6) Was it easy to find the information you needed about the service you required? (please	28	100.00%	0	0.00%	1	3.45%

Comments

Very friendly and professional and made comfortable, very sympathetic
Registrar was lovely and made it a painless experience, lovely.
All very efficient, whatever you are paying them is not enough!!
Very good.
Very compassionate, swift service.
Good service, polite staff.
Registrar was very helpful and informative.

I found the staff at the Registrars Office to be helpful and professional. In particular the registrar I saw was pleasant, sympathetic and understanding, her accuracy levels were very impressive.

When I contacted the Registrars Office and explained of the delay at the hospital due to the Bank Holiday the lady in the office seemed put out that I was travelling from Doncaster. As it was going to be over 5 days before the death was registered, she asked if I could register my Father's death in Doncaster, I felt that she reluctantly gave me an appointment. There was no empathy, no I am so sorry for your loss, absolutely disgusting. I have to say the Registrar that we saw was excellent, however as a first point of contact, truly awful.

Customer Survey Results May 2019

Births

Total number of surveys sent	67
Total number of surveys completed	14
percentage returned	20.90%

Question	Yes		No		Not applicable or not completed	
	No.	%	No.	%	No.	%
1a) Were you offered and appointment within 5 working days of contacting us, or if later than this on a date that was more convenient for you	14	100.00%	0	0.00%	0	0.00%
1b) Was the register office convenient for you?	14	100.00%	0	0.00%	0	0.00%
2a) Were you seen within 10 minutes of your appointment time?	14	100.00%	0	0.00%	0	0.00%
2b) If you arrived without an appointment were you able to complete your business on the day	0	0.00%	0	0.00%	14	100.00%
Would you have preferred an appointment at an alternative time:						
3a) Early morning between 08:00 and 09:00	1	10.00%	9	90.00%	4	28.57%
3b) Early evening between 16:00 and 18:00	0	0.00%	9	100.00%	5	35.71%
3c) Saturday morning between 09:00 and 12:00	1	10.00%	9	90.00%	4	28.57%

If you contacted us by telephone:

4a) Was you call answered promptly	13	100.00%	0	0.00%	1	7.14%
4b) If you left an answer phone message were you called back?	0	0.00%	0	0.00%	14	100.00%
4c) Was the member of staff helpful, informative and polite?	11	100.00%	0	0.00%	3	21.43%

Tell us about your visit to the Register Office:

5a) Was the office easy to find?	13	100.00%	0	0.00%	1	7.14%
5b) Was the waiting area comfortable?	13	100.00%	0	0.00%	1	7.14%
5c) Were staff polite, professional and helpful?	13	100.00%	0	0.00%	1	7.14%
5d) Were you satisfied with the service you received?	13	100.00%	0	0.00%	1	7.14%
6) Was it easy to find the information you needed about the service you required?	14	100.00%	0	0.00%	0	0.00%

Comments

Very helpful.

Excellent.

Register Office Survey Results May 2019

Total number of surveys sent	202
Total number of surveys completed	59
Percentage returned	29.21%

Question	Yes		No		Not applicable or not completed	
	No.	%	No.	%	No.	%
1a) Were you offered an appointment within 5 working days (Marriages & CP), 3 working days (Births) or 2 working days (Deaths) of contacting us, or if later than this on a date that was more convenient for you	58	98.31%	1	1.69%	0	0.00%
1b) Was the register office convenient for you?	57	100.00%	0	0.00%	2	3.39%
2a) Were you seen within 10 minutes of your appointment time?	56	96.55%	2	3.45%	1	1.69%
2b) If you arrived without an appointment were you able to complete your business on the day	10	90.91%	1	9.09%	48	81.36%
Would you have preferred an appointment at an alternative time:						
3a) Early morning between 08:00 and 09:00	7	17.50%	33	82.50%	19	32.20%
3b) Early evening between 16:00 and 18:00	7	18.92%	30	81.08%	22	37.29%
3c) Saturday morning between 09:00 and 12:00	7	17.50%	33	82.50%	19	32.20%

If you contacted us by telephone:

4a) Was your call answered promptly?	54	98.18%	1	1.82%	4	6.78%
4b) If you left an answer phone message were you called back?	2	66.67%	1	33.33%	56	94.92%
4c) Was the member of staff helpful, informative and polite?	49	98.00%	1	2.00%	9	15.25%

Tell us about your visit to the Register Office:

5a) Was the office easy to find?	56	100.00%	0	0.00%	3	5.08%
5b) Was the waiting area comfortable?	56	100.00%	0	0.00%	3	5.08%
5c) Were staff polite, professional and helpful?	56	100.00%	0	0.00%	3	5.08%
5d) Were you satisfied with the service you received?	56	100.00%	0	0.00%	3	5.08%
6) Was it easy to find the information you needed about the service you required?	58	100.00%	0	0.00%	1	1.69%

