



Burdekin Shire Council

Customer Service Feedback Survey

Good afternoon/morning. My name is _____ from the Burdekin Shire Council. In an attempt to gain customer feedback and improve our performance, Council randomly surveys a number of our recent customers. I have a series of survey questions to ask which should take no more than a couple of minutes of your time.

Are you prepared to participate in this survey? Yes No

Reference: Scale 1-5

- 1 – Excellent service, works and facilities
- 2 – Good service, works and facilities
- 3 – Average service, works or facilities
- 4 – Below average service, works or facilities
- 5 – Poor service, works and facilities

	Survey Question	1	2	3	4	5	No Comment
1.	Have you visited the Burdekin Shire Council Customer Service Centre in the past six months and how did you find the customer service of staff?						
2.	Have you visited the Burdekin Shire Council Customer Service Centre and how did you find the facility?						
3.	Have you phoned the Burdekin Shire Council Customer Service Centre in the past six months and how did you find the call centre staff?						
4.	Have you made a request to council in the past six months and how would you rate your experience?						
5.	Have you made a complaint to council in the last six months and how would you rate the outcome?						
6.	Have you used council facilities (pool, library etc) in the past six months and how would you rate the facilities?						
7.	Has works requested in the past six months been completed on time and to the required standards?						
8.	Has your experience with council improved over the last six months and how would you now rate the level of service you receive? Yes / No						
9.	General Comments –						

Thank you for taking the time to fill out our Customer Service Feedback Survey. Your information is greatly appreciated and will be used to monitor, improve and follow up on complaints that have been highlighted in your survey.

Name: (optional)..... Address: (optional).....

Date:..... Signature: (optional).....