

## Regulatory Services Taxi Licence Survey 2007/08

We are constantly looking at improving our service to you, we would be grateful if you could take a few minutes to answer the following questions.

1). Is this your first visit to Salford Licensing Office?      Yes .....       No .....

2). What was the purpose of your visit?

Licensing Application

Complaint

Other




*If Other please specify*

3). Did you find our office easily accessible?      Yes .....       No .....

4). How do you find our opening hours? *(Monday to Friday 8.30am - 4pm)*

Very Good

Good

Poor

Very Poor





5). Did you make an appointment for your visit?      Yes...  *Go to Q6).*      No ...  *Go to Q9).*

6). If Yes, was this appointment time?

Very Good

Good

Poor

Very Poor





7). How easy was it to contact us?

Very Easy

Easy

Difficult

Very Difficult





8). Would you have preferred?      An appointment .....       To call in and wait to be seen

9). How satisfied are you with the following?

Very Satisfied

Satisfied

Not Satisfied

Very Unsatisfied

Parking at the Licensing Office





Access into the building





Helpfulness of staff





Did we treat you fairly at all times





Waiting areas





Facilities for the disabled





Length of waiting time





Ease of completion of forms





Usefulness of information provided





Overall satisfaction of the service received

10). Do you have any suggestions as to how we might improve our service, or are there any comments you would like to make?

Contact Details

Name:

Address:

Telephone / E-mail Address:

**Thank you for taking the time to complete this questionnaire.**

Please return your completed questionnaire to:

Environment Directorate  
Business Consultancy Unit  
Turnpike House  
631 Eccles New Road  
Salford  
M5 1SW