



SHIRE OF VICTORIA PLAINS

Customer Satisfaction Survey

The Shire of Victoria Plains is responsible for a range of services including, but not limited to, road construction and maintenance, refuse collection, parks and gardens, community facilities and development, planning and administration.

In accordance with the Shire of Victoria Plains Service Charter, we are committed to being a customer focused organisation and providing you with the best service delivery experience possible, so we welcome your comments. Please fill out this survey and hand to one of our staff members in the Shire Office Reception area or, if dropping off your survey after hours, we do have a tender box outside the front office door.

This Survey will close on the 17th of June at 5pm.

Thank you.



Shire of Victoria Plains Customer Satisfaction Survey

Thank you for taking the time to provide feedback on our services. Your input is invaluable in helping us improve our offerings. Please take a few moments to answer the following questions.

1. General Information

a. Name (Optional)

b. Contact Information (Optional)

How long have you been a resident/business owner in this area?

c. What town do you currently reside in?

2. Service Utilisation:

Which of the following services have you used in the past year? (Check all that apply)

Administration

Community

Rates

Works and Services

Waste Management

Parks & Recreation Facilities

Public Libraries

Building and/or Health Services

Others (please specify)_____

3. Satisfaction with Services:

Please rate the following aspects of the services you have utilised on a scale of 1 to 5, with 1 being "Very Dissatisfied" and 5 being "Very Satisfied".

a. Accessibility and ease of use of services:

1 2 3 4 5

b. Quality of service provided:

1 2 3 4 5

c. Timeliness of service delivery:

1 2 3 4 5

d. Customer service experience:

1 2 3 4 5

4. Suggestions for Improvement:

What aspects of our services do you think need improvement?

5. Communication and Information:

How do you prefer to receive information about local government services and activities? (Check all that apply)

- Email
- Postal Mail
- Social Media
- Website
- Public Meetings
- Other (please specify) _____

6. Overall Satisfaction:

How satisfied are you overall with the services provided by the Shire of Victoria Plains?

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

7. Additional Comments: Please share any additional comments, suggestions or concerns you may have regarding our services.

Thank you for participating in our survey! Your feedback is greatly appreciated and will help us serve you better.