

## Customer Feedback Form – Planning Services

Your comments are important in order to help us improve our service and provide better value for money. Please take a few moments to complete this questionnaire.

Application Number:

		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	
1	I was able to discuss proposals before depositing the application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	An appropriate member of staff has always been available to speak to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	I was given assistance during the period when the plans were being considered.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	The member of staff was helpful and polite.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	The Council reached the decision in reasonable time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	A good service is provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Which service is the Decision Notice applicable to?	<input type="checkbox"/>	Development Control		<input type="checkbox"/>	Building Control	

Email: [planning.feedback@rochford.gov.uk](mailto:planning.feedback@rochford.gov.uk)

Website: [www.rochford.gov.uk](http://www.rochford.gov.uk)

Reception

See overleaf if you would like to make further comments.

We are keen to develop and enhance our service delivery and would welcome specific feedback on areas where you think our service is good or where you think improvements might be made.

Please complete the form by adding your name and contact details and provide a summary of the points you want to raise.

Name:

Address:

  
 Post Code

Phone:

Email:

### **Summary**

Return to: Freepost  
Assistant Director – Planning Services  
South Street  
Rochford  
Essex  
SS4 1BR

**This form can also be completed online**