

# Civil Operations Customer Satisfaction Survey



**Privacy Notice:** Council deals with your personal information in accordance with law including the *Information Privacy Act 2009*.

This form is being sent to customers to invite them to provide customer feedback regarding recent works conducted in their area.

**P:** 07 4932 9000 | **E:** [enquiries@rrc.qld.gov.au](mailto:enquiries@rrc.qld.gov.au) | **W:** [www.rrc.qld.gov.au](http://www.rrc.qld.gov.au) | PO Box 1860 Rockhampton QLD 4700 | **ABN:** 59 923 523 766

Council's Civil Operations Department is constantly looking for ways to improve the quality of the services it provides and your response to this survey, relating to recent works conducted in your area, would be appreciated.

The information will be useful to gauge the overall effectiveness of the Department and provide us with valuable information on your expectations and ways in which we can achieve them.

Please take the time to complete the survey. To submit the survey, please use the 'Submit' button at the bottom of the page or alternatively, print the survey and return it to Council by post or hand it to the Job Supervisor.

***Rockhampton Regional Council appreciates your time in completing this survey.***

| Location of Works   |      |       |                              |                             |
|---|------|-------|------------------------------|-----------------------------|
| Address:  |      |       |                              |                             |
| Street name   | City | State | Postcode                     |                             |
| Customer Details <i>(optional but desirable)</i>                                      |      |       |                              |                             |
| Contact name:   |      |       |                              |                             |
| Residential address:  |      |       |                              |                             |
| Street number and name  | City | State | Postcode                     |                             |
| Preferred contact number:   |      |       |                              |                             |
| Survey Questions  |      |       |                              |                             |
| Were the workers polite and helpful in their dealings with you?                       |      |       | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Did you receive adequate notice of when the works were to commence?                   |      |       | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Were you given satisfactory assistance with access to your property during the works? |      |       | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Are you satisfied with the quality of the completed works?                            |      |       | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Do you believe the work was undertaken in a satisfactory timeframe?                   |      |       | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| One suggestion I would make in the way the works were undertaken:                     |      |       |                              |                             |
| I am also concerned about the following regarding our streets:                        |      |       |                              |                             |

|                        |                |   |
|------------------------|----------------|---|
| <b>OFFICE USE ONLY</b> | Date received: | Return to: Works Engineer – Dooley Street Depot |
|------------------------|----------------|---|