

During the early part of 2009 the Building Standards section carried out a Customer Satisfaction Survey in order to obtain feedback from our stakeholders.

A positive return rate of 47% was recorded with 94% of stakeholders generally rating the various aspects of our service as good or excellent. All of the survey returns are analysed and the feedback, positive or negative, is taken into account during service planning and delivery reviews.

Although the survey will be repeated in early 2010 the building standards section welcome comments or suggestions at any time. This can be done by contacting the section directly at the address or telephone number below or by using the 'contact us' section of the council's website.

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