

# CUSTOMER SERVICE SATISFACTION SURVEY

*Development Services Department, City of Campbell River*

## What was your purpose and/or nature of inquiry?

Please check all that apply.

- Rezoning or OCP amendment application
- Development Permit application
- Subdivision application
- Business Licence Application
- Building Permit Question
- Infrastructure / Utility / Servicing Question
- Bylaw Complaint
- General Inquiry
- Other; Please specify \_\_\_\_\_

## How accessible did you find information?

- I found everything I needed easily
- I found some of what I needed but needed help to find it all
- I could not find what I needed

## How would you prefer to find out about land use issues from the City?

- Website
- Phone
- Email
- Newspaper
- Counter Inquiry
- Other? \_\_\_\_\_

**The next set of questions relate to how Staff interacted with you.** (5-Very satisfied, 4-Somewhat satisfied, 3-Neither satisfied nor dissatisfied, 2-Somewhat dissatisfied, 1-Very dissatisfied)

Was Staff...	5	4	3	2	1
able to handle your enquiry efficiently?					
knowledgeable?					
patient?					
friendly?					
able to listen carefully?					
professional?					
responsive?					
understanding of your needs?					
How satisfied are you with the time it took Staff to answer your question, resolve your issue or process your application?					
Did someone follow up with you to find out if you needed anything else?					

## What is your overall satisfaction rating with your experience with the Development Services Department?

- 5 – Very satisfied
- 4 – Somewhat satisfied
- 3 – Neither satisfied nor dissatisfied
- 2 – Somewhat dissatisfied
- 1 – Very dissatisfied

**If you have any additional comments about how we can improve your satisfaction with our application process or customer service, please let us know:**

**If you have a concern, please consider giving us a chance to fix it. Complete the following information and the Development Services Manager will contact you to discuss.**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Thank you for completing this survey!**



City of  
**Campbell  
River**

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## Questions?

Email us  
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