

What Our Customers Say about us

Between August 2009 to January 2010 the Licensing Service has received 2,361 hits on the Councils website. 384 of these hits have been to access or on-line forms, 228 to view our frequently asked questions and 484 to view the Councils Licensing Policy.

Results to our Business Satisfaction Survey between April – September 2009 show:

Business Satisfaction Survey April – September 09	Yes	No	No opinion given
Was your business treated fairly ?	84%	8%	8%
Did you feel that the contact was helpful ?	92%	0%	8%
Was the information provided easy to understand ?	69%	8%	23%
Were you satisfied with the level of service ?	92%	0%	8%

A few of your comments:

“ He was methodical in his delivery and provided the committee with precisely the evidence they needed to make their decisions. His approach was commended by the committee and the final result of three premises closures was the 'icing on the cake' for the operation. I would be very grateful if you could pass on my personal thanks. This was a real example of Police and Local Authority working in partnership”

“ Your thoroughness in your work and attention to detail helped everybody remain informed at all times and made the process go as smoothly as possible”

“ Thank you very much for this prompt response and for the helpful information earlier this morning. As always your advice and information is much appreciated.”

“I would like to take this opportunity to thank you for your assistance. This was a very good example of multiple agency working. Your hard work was very much appreciated and I can say that without you the task would have taken much longer.”

“Your professionalism and excellent communication was invaluable to all concerned”