

# CUSTOMER SATISFACTION SURVEY

**Committee**

Licensing Committee

**Officer Contact**

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**Papers with report**

Survey results

**Ward(s) affected**

ALL

## SUMMARY

To update the Licensing Committee on the results of satisfaction surveys conducted in respect of the Licensing Act 2003

## RECOMMENDATION

**That the Committee note the information below**

## INFORMATION

As part of the Peer Challenge process it was recommended that regular customer satisfaction surveys be conducted by the Licensing Service.

The **first** customer group consulted in summer 2008 was Licensing Solicitor and Agents. (See Appendix 1)

Of the 50% who responded to the questionnaire, 66% found the Licensing Service to be *Excellent* and 33% rated it as *Good*. A more detailed analysis is attached at Appendix 2.

The **second** customer group consulted during summer 2009 was all premises licence holders for pubs, restaurants and hotels. See Appendix 3.

100% of the premises licence holders who replied to the survey were *satisfied* or *very satisfied* with the Licensing Service. More details are given in Appendix 4.

A **third** satisfaction survey will be undertaken in 2010 for premises licence holders for off licences and late night refreshment premises.

## FINANCIAL IMPLICATIONS

None

## LEGAL IMPLICATIONS

None

## BACKGROUND PAPERS

Copies of survey letter  
Copies of survey results

Licensing Committee  
Part I – Members, Public and Press