



HILLINGDON

LONDON

APPENDIX 1

Person's name
Person's position / Company
1st Line of address
2nd line of address
County
ABC 2DE

Date:

Dear Sir/Madam

**BUSINESS SATISFACTION QUESTIONNAIRE
THE LICENSING ACT 2003**

Our records show that you have recently contacted the London Borough of Hillingdon's Licensing Service.

I would be grateful if you would complete the attached questionnaire in order that we can establish whether we are providing a service that you consider satisfactory. Will assess all comments received and use them to help us find ways to improve the service within the resources we have available.

Please find enclosed a stamped addressed envelope for your reply.

Firstly, please indicate whether you agree or disagree with each of the following statements about your contact with the *Licensing Service*:-

Please answer the following questions:

Q1 Was your application determined within the required time limit?

Yes No

Q2 If you had personal contact with any of the Licensing Officers, were they courteous and polite?

Yes No

Directorate
Environment & Consumer Protection
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London Borough of Hillingdon,
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INVESTOR IN PEOPLE

Q3 Did we give you information/advice that was easy to understand?

Very easy *Fairly easy* *Fairly difficult* *Very difficult*

Q4 If you have been in touch with the Licensing Service on more than one occasion, have you been treated consistently on each occasion?

Yes No

Q5 How did you find the overall level of service?

Excellent *Good* *Poor*

If you were not satisfied with the service, please give a reason why:

Please suggest any improvements that the service could make:

Thank you for completing this questionnaire

Yours faithfully

Kathy Sparks
Deputy Director of Environment and Consumer Protection