

Satisfaction survey carried out in respect of Licensing Solicitors, Licensing Agencies etc. October 2008

50% of companies canvassed responded to the survey

Responses as percentage of replies received:-

Q1 Was your application determined within the statutory time limit?

Yes **100%** No 0

Q2 Was your enquiry or request dealt with promptly?

Yes **100%** No 0

Q3 If you had personal contact with any of the Licensing Officers, were they courteous and polite?

Yes **63%** No 0 N/a **37%**

Q4 Did we give you information/advice that was easy to understand?

Very easy **50%** Fairly easy **33%** Fairly difficult 0 Very difficult 0

Q5 If you have been in touch with the Licensing Service on more than one occasion, have you been treated consistently on each occasion?

Yes **90%** No 0 N/a **10%**

Q6 How did you find the overall level of service?

Excellent **66%** Good **33%** Fair 0 Poor 0

Comments received:-

Turbervilles – LBH Licensing Services is one of the best we deal with

Hodders – I have always found Hillingdon to be one of the most helpful licensing authority

Hammonds – Exemplary licensing team – helpful and efficient, we have a good working relationship with Norman & co