



HILLINGDON

LONDON

APPENDIX 3

Date:

Dear Sir/Madam

**Satisfaction Questionnaire – Licensing Act 2003**

As a Premises Licence Holder/Designated Premises Supervisor under the Licensing Act 2003, you should have received a visit by one or more of the council’s Licensing Officers in the last twelve months.

I would be grateful if you would complete the following questionnaire in order that I can establish whether the Licensing Service is providing a service that you consider satisfactory. I will assess all comments received and use them to help find ways to improve the service within the resources I 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 Licensing Service.

**Q1. I felt my business was treated fairly**

*Strongly agree*  *Agree*   
*Disagree*  *Strongly disagree*  *Not applicable*

**Q2. I felt the contact was helpful**

*Strongly agree*  *Agree*   
*Disagree*  *Strongly disagree*  *Not applicable*

**Cont’d overleaf.....**

Licensing Service  
Environment & Consumer Protection Services  
T.01895 556799 F.01895 250011  
letherington@hillington.gov.uk www.hillingdon.gov.uk  
London Borough of Hillingdon,  
3S/09, Civic Centre, High Street, Uxbridge, UB8 1UW



INVESTOR IN PEOPLE

Please answer the following questions:

**Q3 If we gave you information and advice, how easy was it to understand?**

Very easy  Fairly easy  Fairly difficult  Very difficult

**Q4 If we have been in touch with your business on more than one occasion, have you been treated consistently on each occasion?**

Yes  No

**Q5 Which of the following Officers did you deal with?**

**Norman Stanley**   
Was the Officer polite and courteous at all times? Yes  No

**Linda Etherington**   
Was the Officer polite and courteous at all times? Yes  No

**Sharon Garner**   
Was the Officer polite and courteous at all times? Yes  No

**Alan Golding**   
Was the Officer polite and courteous at all times? Yes  No

**Licensing Service Office**   
Were the staff polite and courteous at all times? Yes  No

If you have answered 'No' to Q5 please provide details:

**Q6 If we said that your business was not meeting its legal/technical requirements:**

a) Did we make it clear to you what you needed to do to meet the legal/technical requirements?

Yes  No

b) Was our response to this problem fair/reasonable?

Yes  No



INVESTOR IN PEOPLE

If you have answered 'No' to Q6 please provide details:

**Q7 How satisfied were you with our overall level of service?**

*Very satisfied*     *Satisfied*      
*Very dissatisfied*     *Dissatisfied*   

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

**Please suggest any improvements that the Licensing Service could make in the way that it deals with Premises Licence Holders/Designated Premises Supervisors:-**

Thank you for completing this questionnaire

Yours faithfully



Kathy Sparks  
Deputy Director of Environment and Consumer Protection



INVESTOR IN PEOPLE