

APPENDIX 4

Licensing Customer Satisfaction Survey of pubs, restaurants and hotels 2009.				
Letters sent 260	Replies received 88			
	Strongly Agree/Agree		Disagree	Strongly Disagree
Q1 I felt my business was treated fairly	100%		0	0
Q2 I felt the contact was helpful	100%		0	0
	Very Easy	Fairly Easy	Fairly Difficult	Very Difficult
Q3 If we gave you information and advice how easy was it to understand?	61%	35%	1	0
	Yes	No		
Q4 If we have been in touch with your business on more than one occasion have you been treated consistently on each occasion?	92%	1%		
Q5 Was the officer polite and courteous at all times?	93%	1%		
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?	64%			
b) Was our response fair/reasonable?	64%			
	Very satisfied/satisfied		Very Dissatisfied	Dissatisfied
Q7 How satisfied were you with our overall level of service?	100%		0	0