

If you have a compliment or any further feedback about our service, please record the details below:

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Would you like a reply to your comments?

Yes No

If yes, please ensure you complete your contact details below

Given name

Surname

Telephone

Email (optional)

Address (optional)

Thank you for taking the time to complete our customer feedback questionnaire. All information will be treated confidentially.



Tell us what you think

The City of Ryde's Customer Service Centre is committed to providing efficient, informative and quality services to our community and customers.

We continually strive to improve our services to meet customer demands and expectations and it is through your valuable input/ feedback that we are able to evaluate the level of service we provide.

This customer feedback form allows you to tell us what you think about the service we provide.

You can use this form to:

- Express opinions about any issue or service
- Suggest how our services may be improved
- Provide feedback on your customer service experience

Please place completed forms in the box at the Civic Centre, mail to City of Ryde, Locked Bag 2069, North Ryde NSW 1670 or email to cityofryde@ryde.nsw.gov.au.

Customer Service Officer's Name (if known)

Enquiry Date..... Enquiry Time

Reason for contacting/visiting the Customer Service Centre?

- Lodge an application/booking form Make a payment
- Seek assistance or information Request a service
- Other (please specify)
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How did you access the Customer Service Centre?

- Phone In Person

How long did you wait before speaking to a Customer Service Officer?

- 0-2 minutes 2-5 minutes more than 5 minutes

How did you feel about the length of time you waited? (Please circle)

Excellent Very Good Satisfactory Unsatisfactory

Was a Customer Service Officer able to resolve your enquiry or were you referred to another Council Officer for the answer?

- Customer Service Officer Other Council Officer

How would you rate the Customer Service Officer's level of knowledge? (Please circle)

Excellent Very Good Satisfactory Unsatisfactory

How would you rate the courtesy and friendliness of the Customer Service Officer? (Please circle)

Excellent Very Good Satisfactory Unsatisfactory

Overall, how would you rate the level of customer service provided? (Please circle)

Excellent Very Good Satisfactory Unsatisfactory

Do you have any suggestions on improving our service delivery?

- Yes No

If yes, please record your ideas:.....

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