

Customer Feedback

In addition to undertaking regular customer satisfaction surveys, Customer Service also regularly receives positive feedback about the services provided by the council

Waste and recycling collections

“Just a quick note to compliment the dustmen on their work over the last few weeks. Not one missed pick-up despite the conditions. Well done.”

“I would just like to thank your refuse collection team who haven't missed a collection throughout all the disruption caused by the snow - especially when a lot of other services e.g. trains, failed miserably.”

“I would like to pass on my praise to your recycling team for the delivery of my recycling containers. I am extremely impressed by the service and its efficiency”

Street Services

“It's brilliant!

The street cleaning team have arrived and are doing a tremendous job cleaning the road!”

“Thank you for the excellent service provided when there was a risk from street flooding recently. Your telephone service responded to an urgent call and your Street Scene Inspector turned up within the hour as a result of which your machine was on site later the same day.”

Customer Service Advisers

“Thank you very much for your efficiency - I am really impressed as it is not very often one receives this level of service.”

“I should mention that your adviser was efficient and very helpful, and a credit to the Council.”

“I'm very grateful to your adviser who has resolved my issue and wish to thank her for being so lovely and helpful”

“I wish to thank two of your face to face advisers, for their efficiency. Their representation is excellent and well conducted. They were very courteous, pleasant, swift and charming. They are high calibre staff answering my queries. Please pass on my comments.”

“I wanted to say how helpful the Customer Adviser was in assisting me with the issue of the street light that was removed and not replaced. I wanted you to know that it has now been replaced and I'm very happy”

“Thank you very much indeed for your very prompt response which has enabled me to get my council tax issue sorted out quickly and easily. Your efficiency and helpfulness are much appreciated.”

“I would like to say how helpful and effective your Customer Service Adviser was in putting me in touch with the right person. When I initially rang, I thought I would be speaking to a receptionist. My expectations of help were low and they far surpassed them so if you're in a position to pass my feedback on to their supervisor, I would be grateful.”

Website Feedback

“The information was clearly written, useful and relevant as well as being very easy to find. Generally very impressive. Hopefully the pot hole I reported will be repaired in a similarly impressive fashion!”

“I was able to report a fly-tip online without any trouble. The online service was really easy to use.”