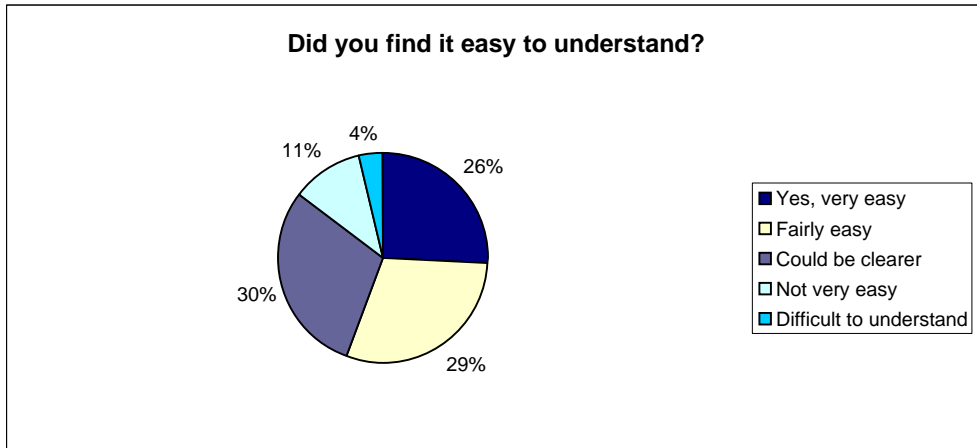


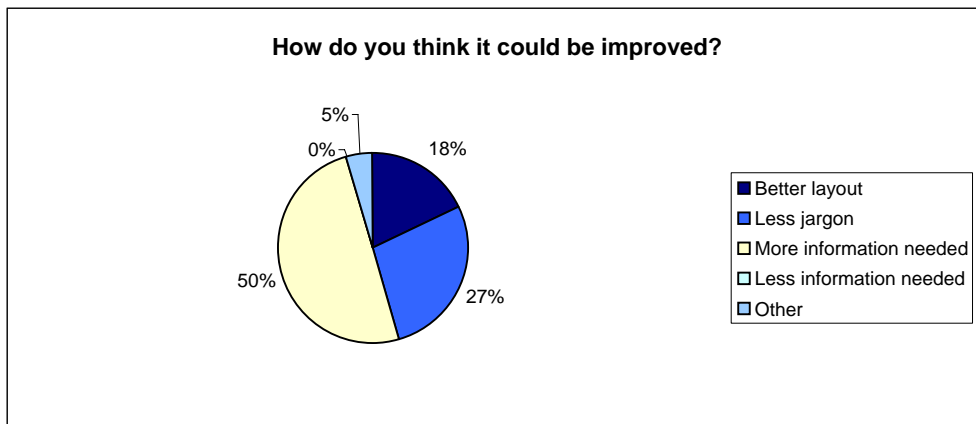
# Business Rates Customer survey results October/November 2006

## About the bill/letter/other document that we have just sent you:

	Yes, very easy	Fairly easy	Could be clearer	Not very easy	Difficult to understand
1 Did you find it easy to understand?	7	8	8	3	1
	26%	30%	30%	11%	4%



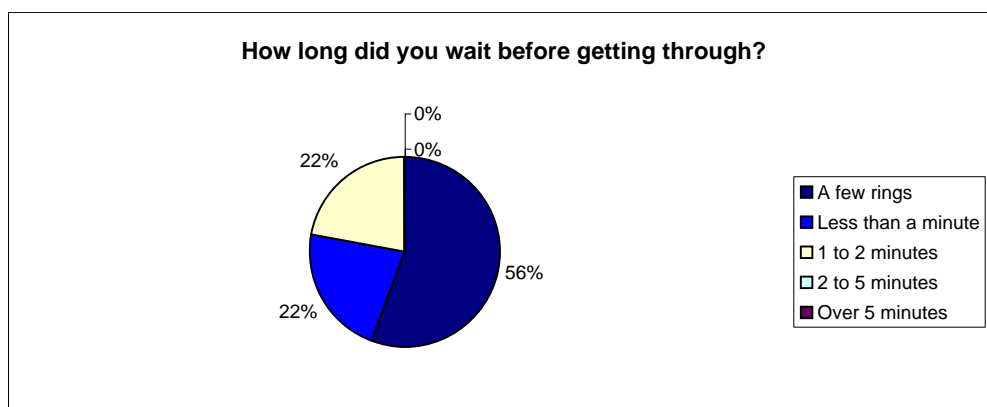
	Better layout	Less jargon	More information needed	Less information needed	Other
2 How do you think it could be improved?	4	6	11	0	1
	18%	27%	50%	0%	5%



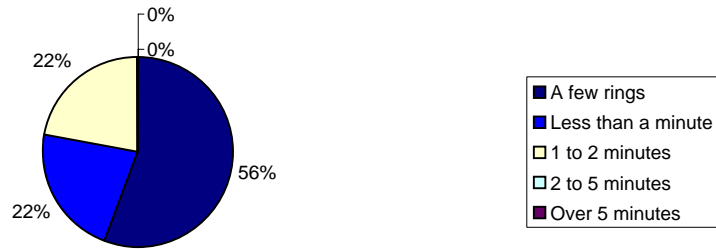
## If you have telephoned the Business Rates section:

	A few rings	Less than a minute	1 to 2 minutes	2 to 5 minutes	Over 5 minutes
3. How long did you wait before getting through?	10	4	4	0	0
	56%	22%	22%	0%	0%

18



**How long did you wait before getting through?**

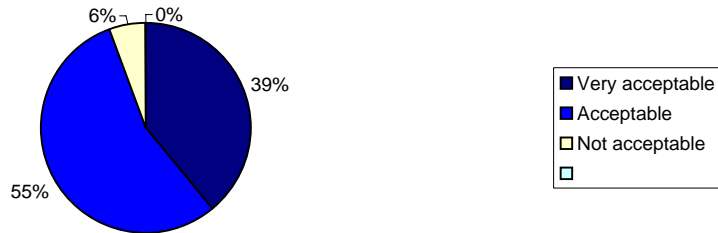


4. Was this wait acceptable?

Very acceptable	Acceptable	Not acceptable
7	10	1
39%	56%	6%

18

**How do you think it could be improved?**

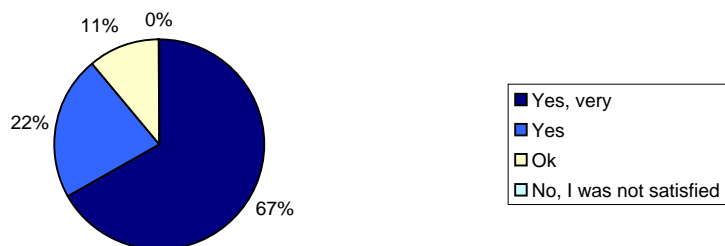


Was the person that you spoke to on the telephone helpful?

Yes, very	Yes	Ok	No, I was not satisfied
12	4	2	0
67%	22%	11%	0%

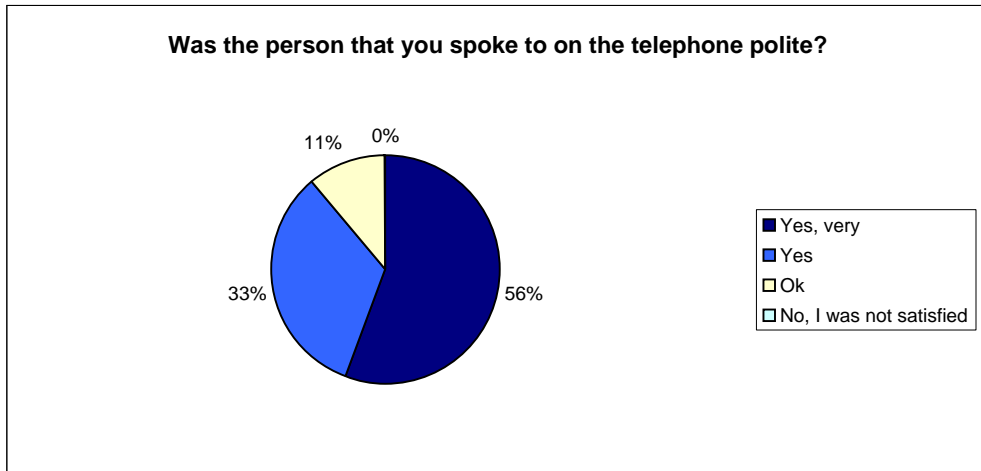
18

**Was the person that you spoke to on the telephone helpful?**



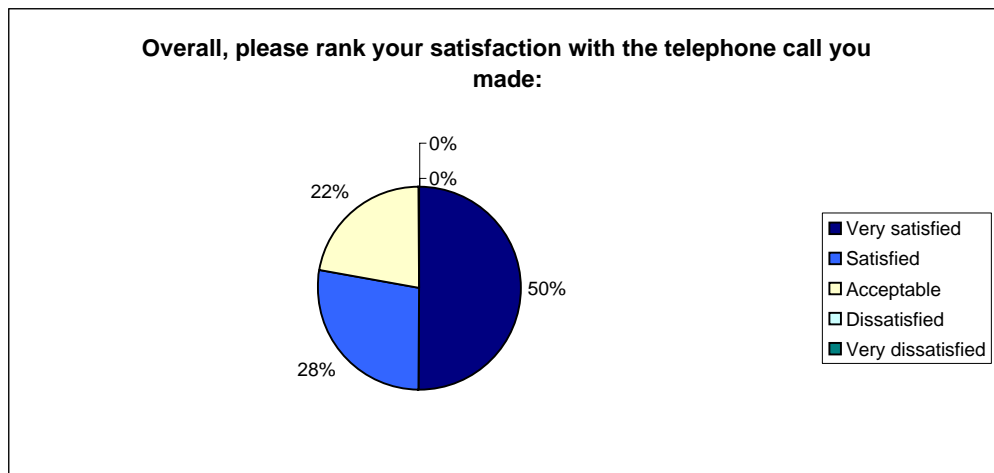
Was the person that you spoke to on the telephone polite?

Yes, very	Yes	Ok	No, I was not satisfied
10	6	2	
56%	33%	11%	0%



Overall, please rank your satisfaction with the telephone call you made:

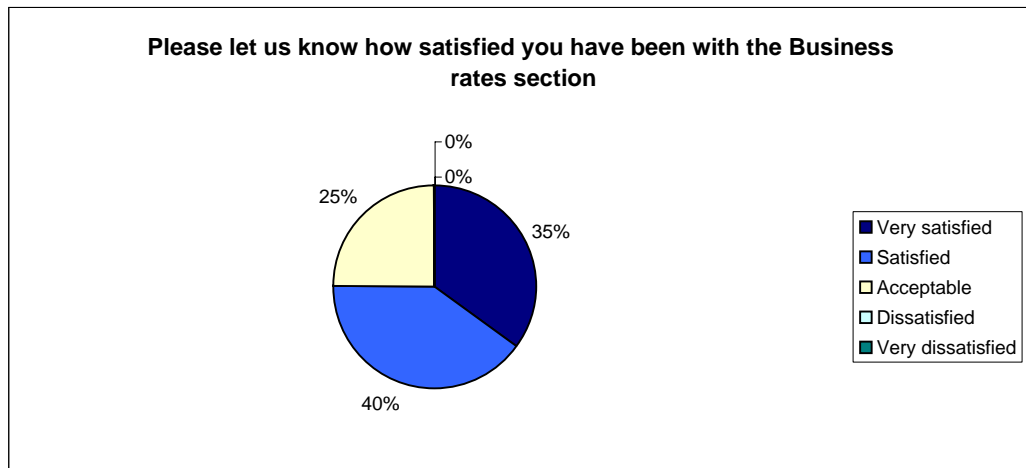
Very satisfied	Satisfied	Acceptable	Dissatisfied	Very dissatisfied
9	5	4	0	0
50%	28%	22%	0%	0%



**About the overall level of service you have received from the Business Rates section:**

Please let us know how satisfied you have been with the Business Rates service:

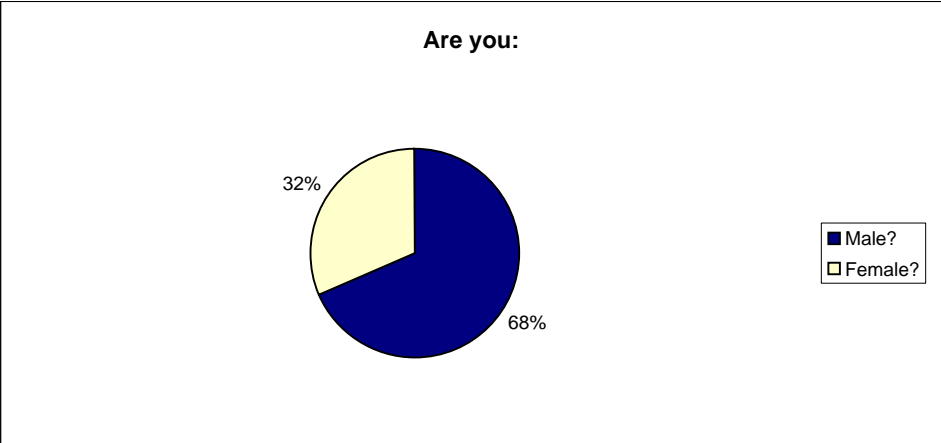
Very satisfied	Satisfied	Acceptable	Dissatisfied	Very dissatisfied
7	8	5	0	0
35%	40%	25%	0%	0%



# Business Rates monitoring information

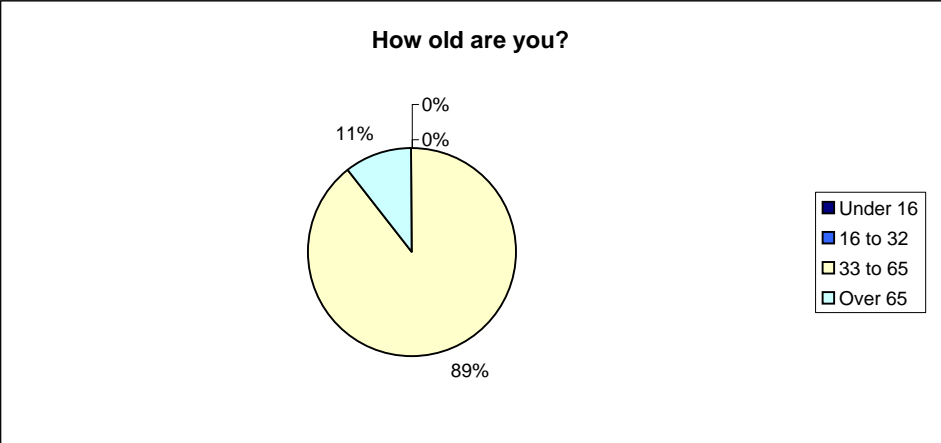
Are you:

Male?	Female?
13	6
68%	32%



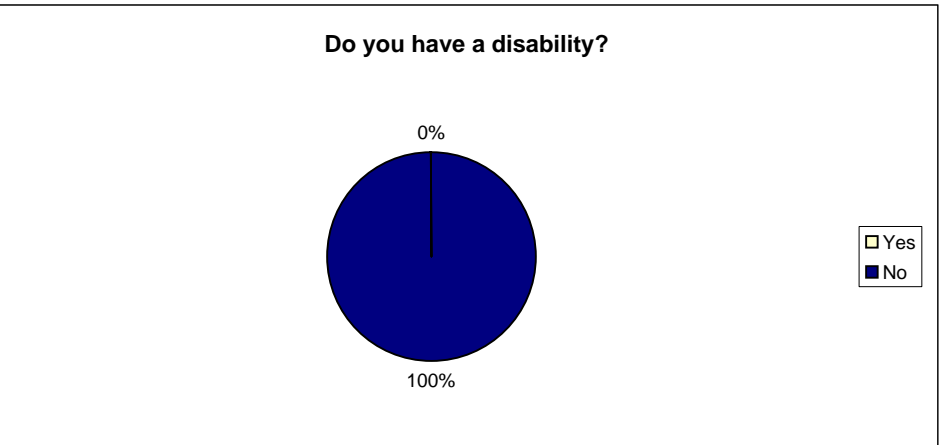
How old are you?

Under 16	16 to 32	33 to 65	Over 65
0	0	17	2
0%	0%	89%	11%



Do you have a disability?

Yes	No
0	15
0%	100%



Are you:

White British?	White Irish?	White Albanian?
12		

Any other White background? (please give details)

South African  
Italian

<b>Mixed</b>	Mixed White and Black Caribbean ? <input type="text"/>	Mixed White and Black African? <input type="text"/>	Mixed White and Asian? <input type="text"/>
Any other Mixed background? (please give details)	<input type="text"/>		
<b>Asian or Asian British</b>	Indian? <input type="text" value="2"/>	Pakistani? <input type="text"/>	Bangladeshi ? <input type="text"/>
Any other Asian background? (please give details)	<input type="text" value="Sri Lankan&lt;br/&gt;Iranian"/>		
<b>Black or Black British</b>	Black Caribbean ? <input type="text"/>	Black African? <input type="text"/>	
Any other Black background? (please give details)	<input type="text"/>		
<b>Other ethnic background</b>	Chinese? <input type="text"/>	Vietnames e? <input type="text"/>	Middle Eastern? <input type="text"/>
Any other ethnic background? (please give details)	<input type="text" value="Persian"/>		