2 1 APR 2011 DCAPLQ

11/00140/FUL

A. How did we handle your planning application

Please tick your response to each of the following statements:

Please tick	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	It does not apply
1) I was given the advice and help I needed to submit my application correctly	☐	☑	☐	☐	☐	◯
2) I was kept informed about the progress of my application	☐	☑	☐	☐	☐	◯
3) My queries were dealt with promptly	☐	☑	☐	☐	☐	◯
4) The council dealt with my queries helpfully	☐	☑	☐	☐	☐	◯
5) I understand the reasons for the decision made on my application	☐	☑	☐	☐	☐	◯
6) I feel that I was treated fairly and that my viewpoint was listened to	☐	☐	☑	☐	☐	◯

B. Overall Satisfaction with the Service

Please tick	Very Satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Setting aside whether your application was successful or not, and taking everything into account, how satisfied or dissatisfied are you with the service provided by the council in processing your application?	☐	☑	☐	☐	☐

C. Outcome

Was your application?

Please tick one only

Granted permission/consent ☑ Refused ☐

If you were dissatisfied or if there is anything that you would like to add *(please write here)*

Thank you very much for taking part in this survey !

Please ensure that you have ticked all of the relevant boxes and return the questionnaire to the address given at the front.

About you

Gender

Q1 Are you male or female?

Male..... ☐
Female..... ☐

Age

Q2 What was your age on your last birthday? Please write in below:

☐

Not relevant

Health, illness and disability

Q3a Do you have any long-standing illness, disability or infirmity?

Yes..... ☐
No..... ☐

Q3b If yes, does this illness or disability limit your activities in any way?

Yes..... ☐
No..... ☐

Ethnicity

Q4 What is your ethnic group? Please tick one box only

White..... ☐
Mixed (e.g. White and Asian)..... ☐
Asian or Asian British..... ☐
Black or Black British..... ☐
Other ethnic group..... ☐