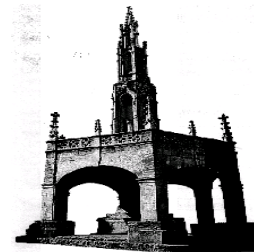




QUADRON SERVICES LIMITED
In Partnership With
SHEPTON MALLET TOWN COUNCIL



CUSTOMER SATISFACTION QUESTIONNAIRE 2009

Location: COLLETT PARK

Name: _____ Date: ____/____/2009



Post Code:.....

Quadron are currently the contractor responsible for the delivery of horticultural services throughout Collett Park. We are committed to the delivery of a quality service which meets the expectations of all visitors to the park. Part of this commitment involves the sampling of park users opinions on service delivery standards.

1	Are you a resident of Shepton Mallet?	YES	NO
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2	How often do you normally visit this Park (please tick most applicable box only)?	Daily	Weekly	Monthly	Annual
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How do you rate the following ;

Very Good	Good	Fair	Poor	Very Poor
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Tick the one most relevant box below

3	The standard of maintenance to the planted shrub beds?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The maintenance of grassed open areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	The provision and maintenance of the childrens play equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	The cleanliness of the childrens play areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	The provision and maintenance of the benches, litter bins, signs, gates etc?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	The provision and standard of cleanliness to the Public Toilets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	The maintenance of the lake & other water features?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	The cleanliness of park including removal of litter/dog faeces?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	The provision and maintenance of the bird aviaries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	When dealing with Quadron staff, how do you find their ability to help and assist?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Please indicate your Age Group	0-12	13-20	21-35	36-50	50+

ADDITIONAL COMMENTS, OPINIONS AND IMPROVEMENTS YOU WOULD WISH TO SEE WITHIN COLLETT PARK

THANK YOU FOR YOUR TIME TO COMPLETE THIS CONSULTATION