



Vale House,
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Bedfordshire,
MK43 9ND

Telephone: (01234) 767995

Email: contact@idbs.org.uk

The Bedford Group of Internal Drainage Boards (IDBs) are committed to providing you with as high a quality of service as possible throughout all channels. We would like to hear from you about what we've done that's good and the things that you feel we could improve on to help us better help you. Please complete this survey and return it to us at your convenience. Thank you for your time in advance.

Name	
Company	
Address	
E-mail	
Phone	
Fax	
Have you contacted / dealt with the IDB before?	Yes <input type="checkbox"/> No <input type="checkbox"/> (please tick relevant answer)
Name of contact at the IDB	
Origin of initial contact	Letter <input type="checkbox"/> E-Mail <input type="checkbox"/> Phone <input type="checkbox"/> Visit <input type="checkbox"/> (please tick relevant answer)

Please indicate, by ticking in the boxes most appropriate to your experience with the IDB.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The IDB was easily contactable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The IDB was courteous and professional.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The IDB was knowledgeable about my requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The IDB offered the most suitable response / service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service received was explained thoroughly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time taken to deliver the response / service was satisfactory.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction of the IDBs service is high.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments:

Signed.....

Date.....