

Pest Control Customer Satisfaction Survey 2008

This survey was carried out between November and December 2008, and all customers who were surveyed requested a service between 1 January and 30 June 2008.

All returned surveys were kept anonymous and this was made clear in the survey letter. Customers who wished to make comments or requested a follow up from the Council on an issue were able to make those comments and requests on the survey form. All the comments from the surveys can be seen at the end of this document.

	Question	YES %	NO %
1	When you first contacted us, did you get all the information you needed?	100	0
2	Did the pest control officer arrive on the dates and times arranged?	100	0
3	Was the pest control officer courteous and polite?	100.00	0
4	Did they identify themselves and show you their identification badge?	97.5	2.5
5	Did they explain what they had done and advise you of any matters relating to the treatment?	100	0
6	Did the officer ask you to read and sign a form?	90	10
7	Did the officer give you a copy of the form which has safety advice on the back?	90	10

Table 1 – Service standard question results

8	How Satisfied were you with the service provided?	Very Satisfied	Fairly Satisfied	Fairly Unsatisfied	Very Unsatisfied
	%	87.80	4.88	0.00	7.32
	Overall %	93		7	

Table 2 – Satisfaction Question Results

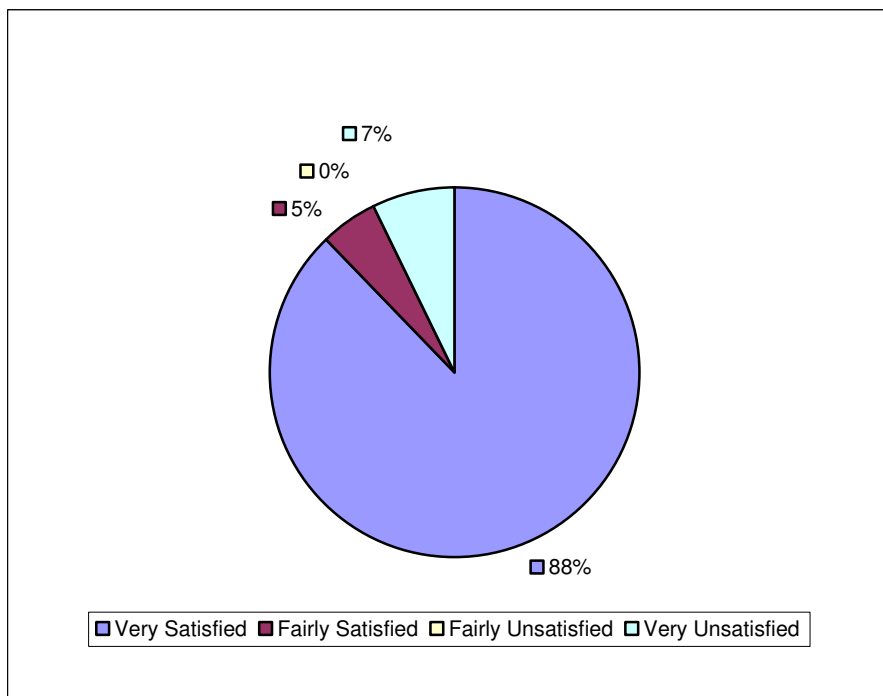


Chart 1 – Pie Chart representation of satisfaction survey results.

Customer Comments

Positive

1. The officer was extremely polite and informative.
2. The service I received was excellent, Thank You.
3. A very good job done indeed.
4. Pest Control Officer was very thorough and as far as I was concerned the service given was excellent and Friendly (Improvement? None!)
5. I can't fault the officer, he did his job very well. He got rid of the wasps.
6. Excellent & effective service. Thank you.
7. Very good service, Thank you.
8. Pest Control Officer was very helpful and informative, giving practical advice re rat problem. Very professional and clear in explaining action taken.
9. Excellent service from the officers. They are an excellent credit to you. They work so hard & have a great work load.
10. Across the board and excellent service.
11. Very courteous and polite.
12. Was most helpful.
13. Very helpful and found the source of the infestation.
14. The service fulfilled our needs very satisfactorily.
15. I have no complaints at all about the service I received. Both officers were polite and friendly.
16. The officer was very informative and his manner was friendly but professional. An excellent service.
17. Good effort was made to find sources of infestation, and regular checks were made by the officer.
18. Appropriate advice given with explanation.
19. No complaint at all. I found a very good and friendly service.
20. Both officers were very efficient and all aspects of the service were very good.
21. Friendly and offered helpful advice
22. Prompt and Polite
23. Very friendly and knowledgeable pest control officers.
24. Excellent service

Negative

1. 1 Complaint about the service. Processed through complaints system. Not yet determined as under investigation.

Improvements to service

1. Could a neighbour be allowed to sign our forms
2. Some follow up contact to let us know when the work had finished would have been helpful (also tell us what to do with dead rats), but apart from that I'm happy with how it went.

Improvements to the questionnaire

1. Form to be amended to remove referenced to he/she and make generic. Form not fully amended from when service was all male.

Analysis of Results

- 1.1. Surveys were sent out on 19 November and the last survey accepted onto the results was on Monday 22 December 2008.
- 1.2. It should be kept in mind that the level of satisfaction can be influenced by the Council being unable to resolve an issue for a customer, which could be an issue outside of the pest control officers' control. For example for safety reasons we may have to refund a customer's payment and inform them they need to find an alternative provider. Also a service request may be long running or recurring and has taken time to resolve, which may also be outside of the Council's control.
- 1.3. The survey results are encouraging, as it shows a high level of satisfaction with our services. Although three customers said they were very unsatisfied, only one of those showed dissatisfaction in other areas of the return.
- 1.4. The results show 88% of respondents were very satisfied with the service they received. And 93% were satisfied generally with the service they received.
- 1.5. The response rate was in excess of 50% within the survey month.
- 1.6. The positive comments about the service are also encouraging. A couple of comments and suggestions were made which will be examined more closely to identify if improvements can be made. The one complaint generated by the survey has been processed through the Let Us Know scheme.

2. Conclusions

- 2.1. In summary, the survey results are extremely positive, however there are some issues relating to service standards that need to be addressed. These aspects will be examined to ensure our procedures are detailed enough to provide adequate guidance for staff.
- 2.2. Our staff use High Peak Borough Council emblazoned t-shirts and sweaters now, so this issue of requiring ID badges to be shown should not be necessary in future. Question 4 will be discontinued in future surveys.
- 2.3. Questions 6 and 7 are key aspects to ensuring that the customer has all the relevant information about the treatment we have carried out. In addition, treatments are not to be carried out on premises unless the owner is aware of the risks and has been provided with the relevant safety advice. The customers on these occasions may not recall being given a sheet, or being asked to sign a sheet to confirm the treatment, however it is possible it has been missed by the operative. Random monitoring of completed job sheets will be conducted in future to ensure customers have signed the relevant paperwork.