

FSIGN 803

Customer Survey Questionnaire

Old Inst.: SFS:K015:a1

Issue date: July 2002

800 Series: Audit & Quality Assurance

Summary

This Note is intended for internal use, providing information and guidance on customer survey questionnaires.

This Note is one of a series produced by Fire Safety Regulation HQ Policy Groups to provide additional advice and guidance to officers and Fire Safety Teams on various subjects related to their role.

Where appropriate this Note should be used for learning and staff development purposes.

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1 Introduction

- 1.1 As part of the Authority's commitment to provide a quality service, a customer survey questionnaire has been developed for statutory fire safety work. The questionnaire is to be used to obtain information from clients to enable an assessment of our performance and their satisfaction to be made.

2 Responsibility

- 2.1 The Audit and Performance Group (Fire Safety Department) is responsible for running the service user questionnaire programme.

3 Procedure

- 3.1 The Audit and Performance Group (FS) will issue customer survey questionnaires.
- 3.2 Questionnaires will normally be despatched by post, with a pre-paid envelope, however this will not exclude the use of other methods for obtaining information, i.e. telephone, e-mail or in person.
- 3.3 The number of questionnaires that are sent out will vary between borough/group and will reflect the number of particular job types that are carried out. Premises will be chosen at random from the fire safety premises data base and job types will be selected according to the Borough premises usage profile.

4 Action on return of questionnaires

- 4.1 On return, the questionnaires will be stamped with the date of receipt and the required information entered on to the Audit & Performance Group database.
- 4.2 If there are no adverse comments, the questionnaire will then be filed and retained by the AQA Group for 1 year prior to disposal.
- 4.3 If a questionnaire contains adverse comments that require follow up action, the original copy of the questionnaire and the Adverse Comments Report will be forwarded to the relevant Area Fire Safety Manager (AFSM). Arrangements are then to be made for any follow up action to be taken and the adverse comments report form is to be completed and annotated in one of the following ways,
 - (a) Discussed with I.O/P.I
 - (b) Letter Sent
 - (c) Premises visited
 - (d) No further action
 - (e) Other (specify, e.g., training)
- 4.4 Contact is only be made with the respondent where an address and/or telephone number have been provided on the questionnaire. The questionnaire is confidential and if these details have not been provided no attempt to make contact shall take place.
- 4.5 If a respondent wishes to remain anonymous, the Authority's actions will be confined to researching the case and discussing it with the personnel involved.

- 4.6 On completion of any follow up action, forms should be returned to the Audit and Performance Group.

5 The database

- 5.1 The number of questionnaires issued and returned will be recorded on a data base held within Fire Safety Department and managed by the Audit and Performance Group.

6 Reports

- 6.1 The information contained within the database will be reviewed periodically by the A&P Group and an annual report will be prepared identifying the Authority wide response received.
- 6.2 The report will contain the following:
- The number of questionnaires issued per job type.
 - The number of returned questionnaires.
 - The number of returned questionnaires containing adverse comments.
 - Identified trends from comments received.

7 correspondence

- 7.1 In addition to the questionnaire, recipients of the Brigades fire safety service are invited to contact the appropriate team/group in the event of any query/problem.
- 7.2 In the event that anyone is unsatisfied with the service provided they have the right of redress through the Authority Compliments and Complaints procedure.

Document History

Impact assessments

An Equality or Sustainability Impact Assessment was completed on:

Equality Impact Assessment	23/05/2012	Sustainability Impact Assessment	30/03/2015
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Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date
All	FSIGN Format	28/02/2012
Various	Updated to reflect new practices and structure	10/09/2015