

Registration Customer Survey 2006 – Summary of Comments & Suggestions

Alexandria

Purely based upon visiting this office 5 times in 3 years, I'm happy with the service I received.

Perhaps signage explaining how to be seen or explaining that staff may be presently engaged.

Private office could do with being a bit bigger.

Interview room too small and not enough seats.

Nothing really to add, possibly a larger waiting area. Was not a problem when I was in but with only 3 seats maybe a problem at busier times.

Excellent Service.

Nice pleasant experience, thank you.

Alexandria Office second to none, first class.

Excellent job.

Visit office fairly regularly - have not experienced any problems

Keep up the good work.

Always have someone at Reception.

Increase size of interview room.

How can the use of Council Tax Payers money in surveys like this be justified?

Visited Alexandria branch noticed that there was no "call bell" for service - thus reliant upon observation of staff to be attended, as they are all situated behind privacy screens situated behind privacy screens- this has an "unwelcoming feel".

Although welcoming was rather small.

Hard to hear person through glass panel

Clydebank

Service very good

Signposting in parking area and within building could be improved.

Chairs with armrests

All excellent

The service provided by Linda was perfect, and all our guests agreed she handled our service with warmth and a very pleasant manner.

Parking:- No Spaces.
 Parking is always limited.
 Car Park full.
 Require more spaces.
 Car Park was full. We could only park in adjacent access lane.
 Parking limited.
 Could not get parked.

Dumbarton

Put more seats in waiting area and water machine

Waiting room for children. Not sure if there's any room for children

The service we received was very personal and friendly, especially Mr. Gallagher who conducted our civil marriage.

Waiting area excellent for adults, but during that time I brought my daughter with me, there should be something. A small place for children