

## User Questionnaire Results

## Annex 4

|                   | The forms and guidance were straightforward to complete                         | Any help I required to submit my application was provided promptly   | The officer dealing with the enquiry was available if required | Bearing in mind the nature of my enquiry, the charge was reasonable |
|-------------------|---|--|--|---|
| Strongly agree    | 7   | 6  | 4  | 2   |
| Tend to agree     | 16  | 6  | 7  | 7   |
| Neither / nor     | 9   | 11   | 10   | 12  |
| Tend to disagree  | 6   | 9  | 10   | 11  |
| Strongly disagree | 2   | 9  | 10   | 9   |
| No response       | 1   | 0  | 0  | 0   |
|                   |   |  |  |   |
|                   | Bearing in mind the nature of my enquiry, it was dealt within a reasonable time | The advice I received was useful and helped to inform the next steps | I feel my enquiry was treated fairly                           |   |
| Strongly agree    | 1   | 5  | 5  |   |
| Tend to agree     | 9   | 14   | 16   |   |
| Neither / nor     | 4   | 9  | 9  |   |
| Tend to disagree  | 9   | 5  | 0  |   |
| Strongly disagree | 18  | 8  | 9  |   |
| No response       | 0   | 0  | 2  |   |