

CCTV Control Room & Concierge Service Satisfaction Survey

Please answer the following questions about services provided by the CCTV Team

1. Which service did you use?

- a. the CCTV control room
- b. the Concierge Service
- c. the Out of Hours Service

2. Was your call to the CCTV Control Room answered within 8 rings?

Yes No Don't Know

3. Was your call answered in a polite and professional manner?

Yes No Don't Know

4. How often do you use the Concierge Service?

Daily Weekly Monthly Less frequently

5. Did the CCTV operator deal with your call in an appropriate manner?

Yes No Don't Know

6. Were you kept informed of how your enquiry was being dealt with?

Yes No Don't Know

7. How would you rate the overall performance of the CCTV Team?

Excellent Good Satisfactory Poor Unsatisfactory

8. Will you recommend the service to others?

Yes No Don't know

9. Please use this space for comments about how we could provide a better CCTV service

Your Name

Your Address

Your Contact details

Phone _____

Email _____

Thank you for taking the time to complete this questionnaire.