

## Customer Satisfaction Survey

This initial set of questions are common to all users and have been developed to satisfy the specific requirements as detailed within the bullet point list within section 2.3 of MS 7:

1. If you have come into contact with staff members from Gloucestershire Energy from Waste Facility how would you describe them?

**[Tick all that apply]**

Courteous       Helpful       Friendly   
Knowledgeable       Other

If other, please explain:

**[Open answer]**

.....

.....

.....

2. If you have corresponded with Gloucestershire Energy from Waste Facility, by email, letter or telephone, how was your response?

**[Tick all that are applicable]**

Prompt       Clear       Detailed   
Other

If other, please explain:

**[Open answer]**

.....

.....

.....

3. If you have been to the Visitor Centre, how would you rate your experience?

Poor	Acceptable	Good	Very good	Excellent
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain your score:

.....

.....

.....

4. If you have used the Gloucestershire Energy from Waste Facility website, how user friendly did you find it?

Very difficult	Difficult	Manageable	Easy
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Were you able to find the information you needed on the website?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

If no, please explain your answer:

**[Open answer]**

.....

.....

.....

6. Are you aware of our social media channels?

Yes

No

7. Do you feel that we have provided enough information to help you understand the following aspects of the facility: waste treatment, generation of electricity, community and education support.

**[Open answer]**

.....

.....

.....

## Questions for Public, Council and CLG

These additional questions are specific for those stakeholders who are most likely to use the various facilities available at the Site (including the Visitor and Education Centre and wildlife zones) and have a vested interest in the benefits of the Facility:

8. Are you aware there is a Visitor and Education Centre onsite?

Yes

No

9. Did you know we offer the following activities?

**[Tick all that apply]**

Walking Facility Tour

Meeting room hire

School/educational visits

10. Did you know the Visitor Centre amenities can be used free of charge for community groups?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

11. Were you aware that the Visitor Centre can be hired out to business for events?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

12. How could the Gloucestershire Energy from Waste facility engage further with the community?

.....

.....

13. Is there anything we could do to improve your experience including access arrangements, visibility of information etc?

**[Open answer]**

.....

.....

.....

14. Have you had a reason to make a complaint or received any complaints or concerns?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

If yes, please explain **[Open answer]**:

.....

.....

.....

15. What is your experience of the Gloucestershire Energy from Waste Facility as a neighbour?

.....

.....

.....

16. How do you hear news about the Gloucestershire Energy from Waste Facility?

**[Tick all that apply]**

- |            |                          |             |                          |         |                          |
|------------|--------------------------|-------------|--------------------------|---------|--------------------------|
| Newsletter | <input type="checkbox"/> | Facebook    | <input type="checkbox"/> | Website | <input type="checkbox"/> |
| Local News | <input type="checkbox"/> | CLG members | <input type="checkbox"/> | GCC     | <input type="checkbox"/> |
| Other      | <input type="checkbox"/> |             |                          |         |                          |

[Continued on next page]

State if others:

**[Open answer]**:

.....

17. Do you hold events or are aware of any events that you would expect representatives from the Gloucestershire Energy from Waste Facility to be at?

**[Open answer]**

.....

.....

.....

18. Are you aware of the environmental benefits that the Gloucestershire Energy from Waste Facility is delivering?

**[Tick all that apply]**

- |                                    |                          |   |                          |
|------------------------------------|--------------------------|---|--------------------------|
| Renewable energy generation        | <input type="checkbox"/> | Recycling of metals and aggregate (IBA) | <input type="checkbox"/> |
| Wildlife habitats                  | <input type="checkbox"/> | Helping with local flood plains         | <input type="checkbox"/> |
| Potential for heat offtake         | <input type="checkbox"/> | Diversion from landfill                 | <input type="checkbox"/> |
| CO <sub>2</sub> equivalent savings | <input type="checkbox"/> |   |                          |

19. Do you receive our newsletter?

- |                          |                          |
|--------------------------|--------------------------|
| Yes                      | No                       |
| <input type="checkbox"/> | <input type="checkbox"/> |

20. If you would like to receive our newsletter, please complete your email address:

**[Insert email address]**

.....

### Questions for WCAs, commercial users and other suppliers

These additional questions are intended for those stakeholders who contribute to onsite processes including the delivery of waste and other supplies:

21. How do you rate the treatment of waste service provided by Gloucestershire Energy from Waste Facility?

- |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Poor                     | Acceptable               | Good                     | Very good                | Excellent                |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

22. How easy was it to find the facility?

Very difficult      Difficult      Manageable      Easy

                

23. How easy was it to navigate your way around the site?

Very difficult      Difficult      Manageable      Easy

                

Please explain your score:

**[Open question]**

.....

.....

.....

24. How was ease of contact with onsite staff?

**[Rate from 1 poor to 5 excellent]**

Poor      Acceptable      Good      Very good      Excellent

                      

25. Were the health and safety requirements and site rules clear to you?

Yes      No

If no, please explain:

**[Open answer]**

.....

.....

.....

26. If you experienced a problem, how well was it managed?

Poor      Acceptable      Good      Very good      Excellent

Please explain your score

**[Open question]**

.....

.....

.....