

Planning Satisfaction Survey

Introduction

We are committed to providing a high quality planning service. We would like to get feedback from you so that the service can be continually improved, taking account of the comments you make. So whether you are a developer, planning agent, community representative or someone who has commented on a planning application, we would be grateful if you could take the time to complete this short survey.

Please return this form to:

FREEPOST (RSHS-BHKL-KXHS)

Cairngorms National Park Authority

Albert Memorial Hall

Ballater AB35 5QB

You can also contact us at:

Email: planning@cairngorms.co.uk

Tel: 013397 53601

Fax: 013397 55334

Q.1

Why did you use the planning service?

- ☐ Local Plan/Local Development Plan
- ☐ Planning applications
- ☐ Planning enforcement

Q.2

How did you use the service?

- ☐ Face-to-face
- ☐ Telephone
- ☐ Email
- ☐ Website

Q.3

How would you describe the quality of overall service?

Excellent Good Adequate Poor Unacceptable

☐
☐
☐
☐
☐

Please let us know why (please use a separate sheet if necessary).

Q.4

How would you rate the following aspects of our work?

	Excellent	Good	Adequate	Poor	Unacceptable	N/A
Advice given prior to application	●	●	●	●	●	●
Clarity about who to contact and when	●	●	●	●	●	●
Communicating clearly and effectively	●	●	●	●	●	●
Keeping you informed of progress	●	●	●	●	●	●
Meeting timescales	●	●	●	●	●	●
Professional and helpful staff	●	●	●	●	●	●

Q.5

If you have any suggestions regarding how we could improve our service, please let us know (please use a separate sheet if necessary).

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