



## Oxfordshire Registration Service

### Are you satisfied with the service you are receiving?

The Oxfordshire Registration Service is committed to delivering an excellent customer service to all of our customers, as set out in the Customer Charter.

### Customer Satisfaction

We receive regular feedback from our customers. Customers let us know they are satisfied with the service received by sending complimentary letters or emails and positive comments using the comment cards.

Where customer dissatisfaction with the service is received, either by complaints or negative comment cards, we use this as an opportunity to improve our services. It is important for us to have feedback from customers so that if we get things wrong, we can put things right in the future.

The table shows the numbers of compliments and complaints/dissatisfaction with the service received. The number of compliments and positive comments continues to increase in a positive trend, far outweighing the numbers of complaints and negative comments.

Year	Compliments	Complaints
April 2007 to March 2008	145 letters or emails and positive comment cards were received	10 complaints and negative comment cards were received
April 2008 to March 2009	215 letters or emails and positive comment cards were received	16 complaints and negative comment cards were received
April 2009 to March 2010	201 letters or emails and positive comment cards were received	11 complaints and negative comment cards were received

Our regular **customer satisfaction surveys** of the various user groups of the service demonstrate an excellent overall satisfaction rate. In the **2009** surveys the overall customer satisfaction rate with the service received remained an excellent **94%-100%**.

### If you complain, what will happen?

During April 2009 - March 2010, **11** complaints and negative comment cards were received from customers who were disappointed with the service they had received.

We strive to resolve complaints to the best of our ability. Complaints about staff are followed up on an individual basis, and customer service training will be given. In response to complaints, we have improved our service by providing further staff training on wedding bookings, improvements were made to the handling of paperwork for death registrations, and procedures for booking NCS appointments were reviewed and updated.

If the service you receive does not meet your expectations, please tell us by completing a comment card (available in all Registration Offices). If you wish to make a formal complaint, please write to:

Alicja Gilroy,  
Superintendent Registrar  
The Register Office  
1 Tidmarsh Lane  
Oxford OX1 1NS  
Or email [alicja.gilroy@oxfordshire.gov.uk](mailto:alicja.gilroy@oxfordshire.gov.uk)

If you wish, you can make a complaint using the County Council complaints procedure by emailing [complaints@oxfordshire.gov.uk](mailto:complaints@oxfordshire.gov.uk)

April 2010