

Customer Access Strategy Survey

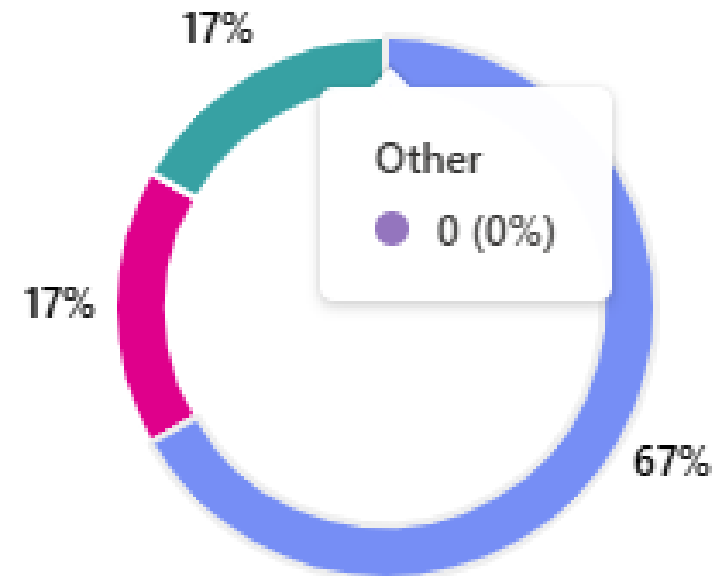
From shared facilities partners



Which building do you share with Swale Borough Council?



Swale House	4
The Gateway	1
Alexander Centre	1
Other	0



How would you rate the overall customer/visitor experience?

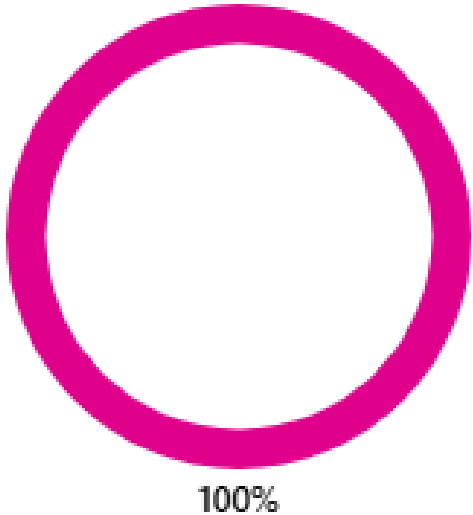
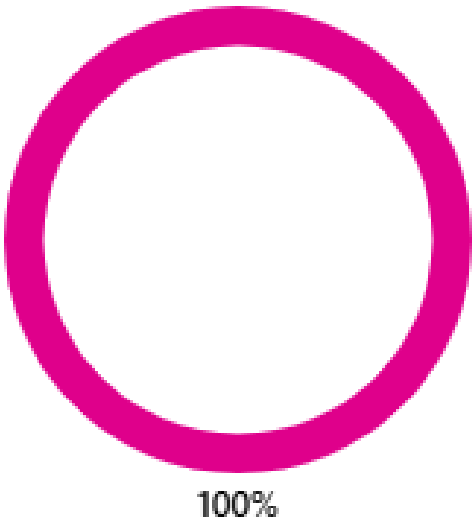
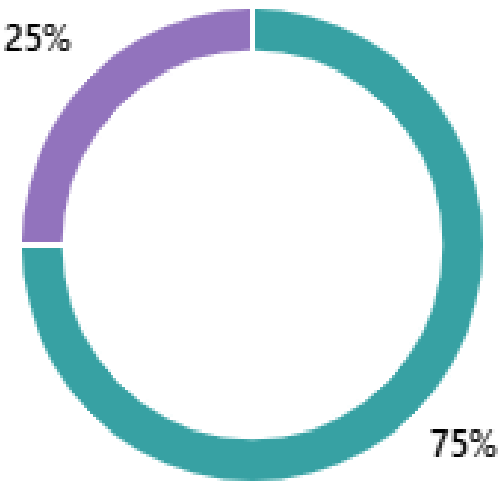


Swale House	Alexander Centre	The Gateway
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Excellent	0
Good	0
Fair	3
Poor	1

Excellent	0
Good	1
Fair	0
Poor	0

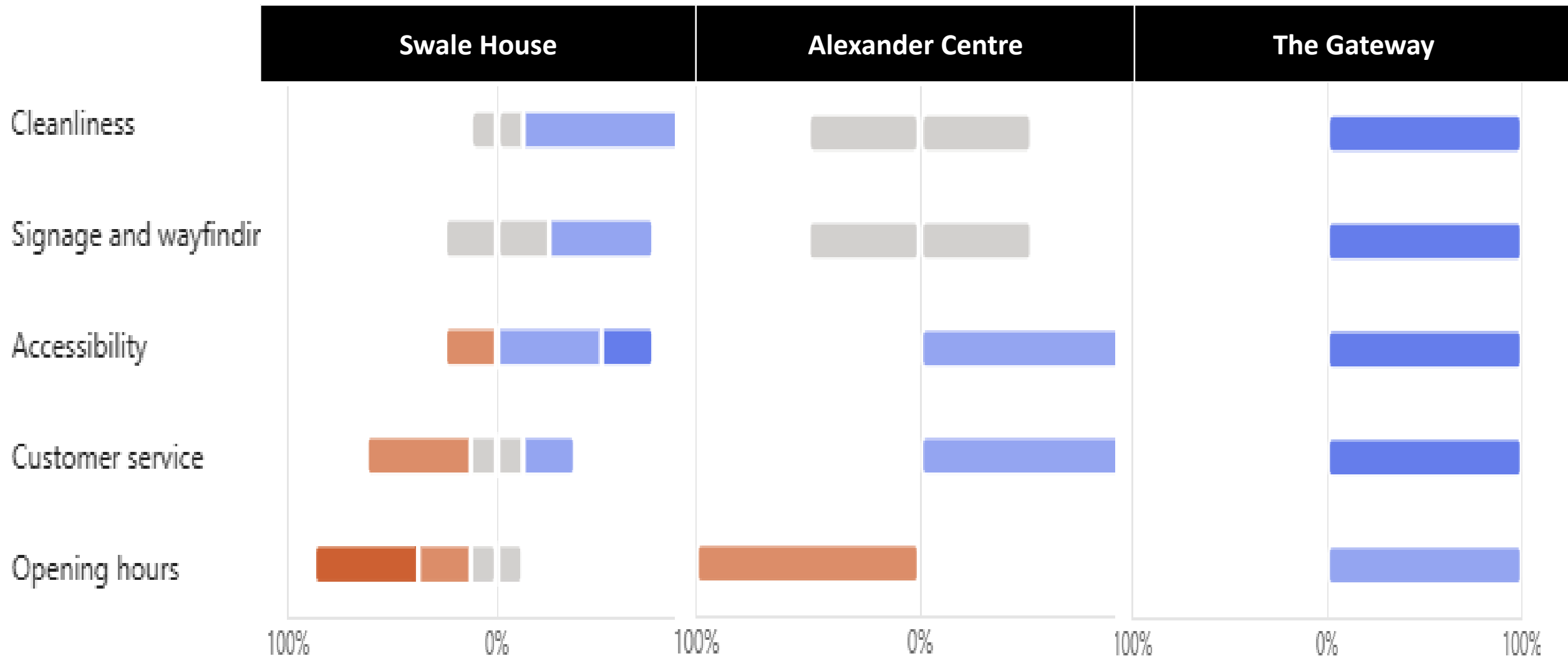
Excellent	0
Good	1
Fair	0
Poor	0



Rate the following aspects of the customer/visitor experience?



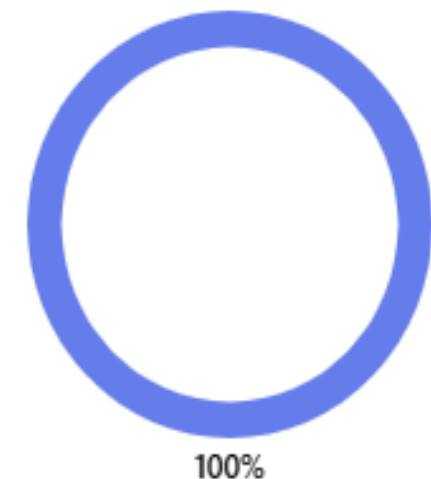
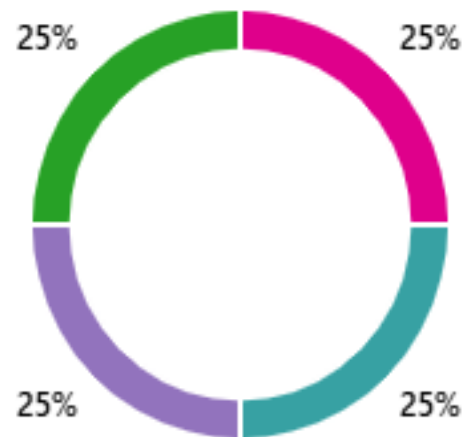
● Poor ● Somewhat Poor ● Neither Good or Poor ● Good ● Excellent



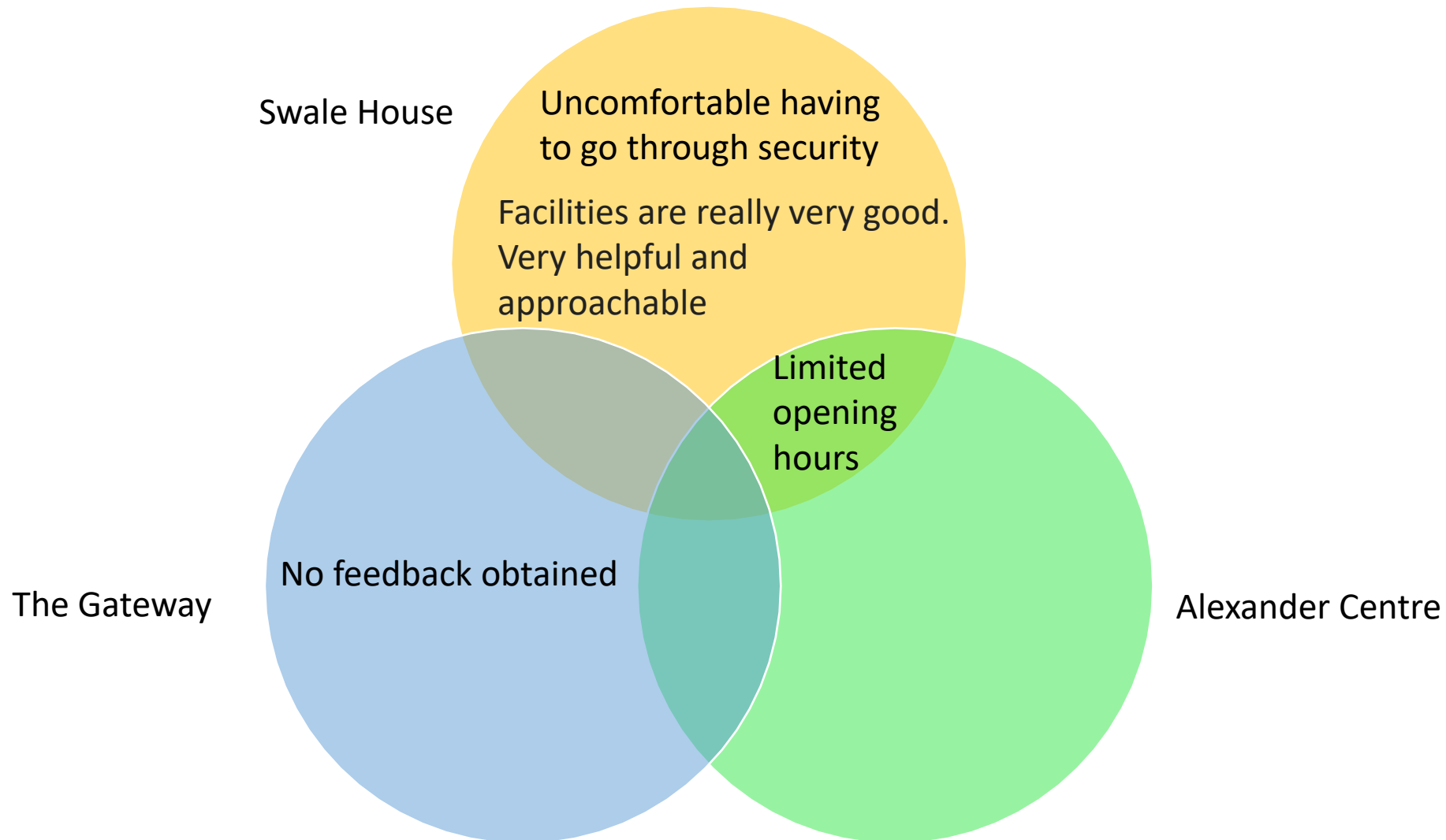
How effective are the current management arrangements for addressing customer/visitor issues?



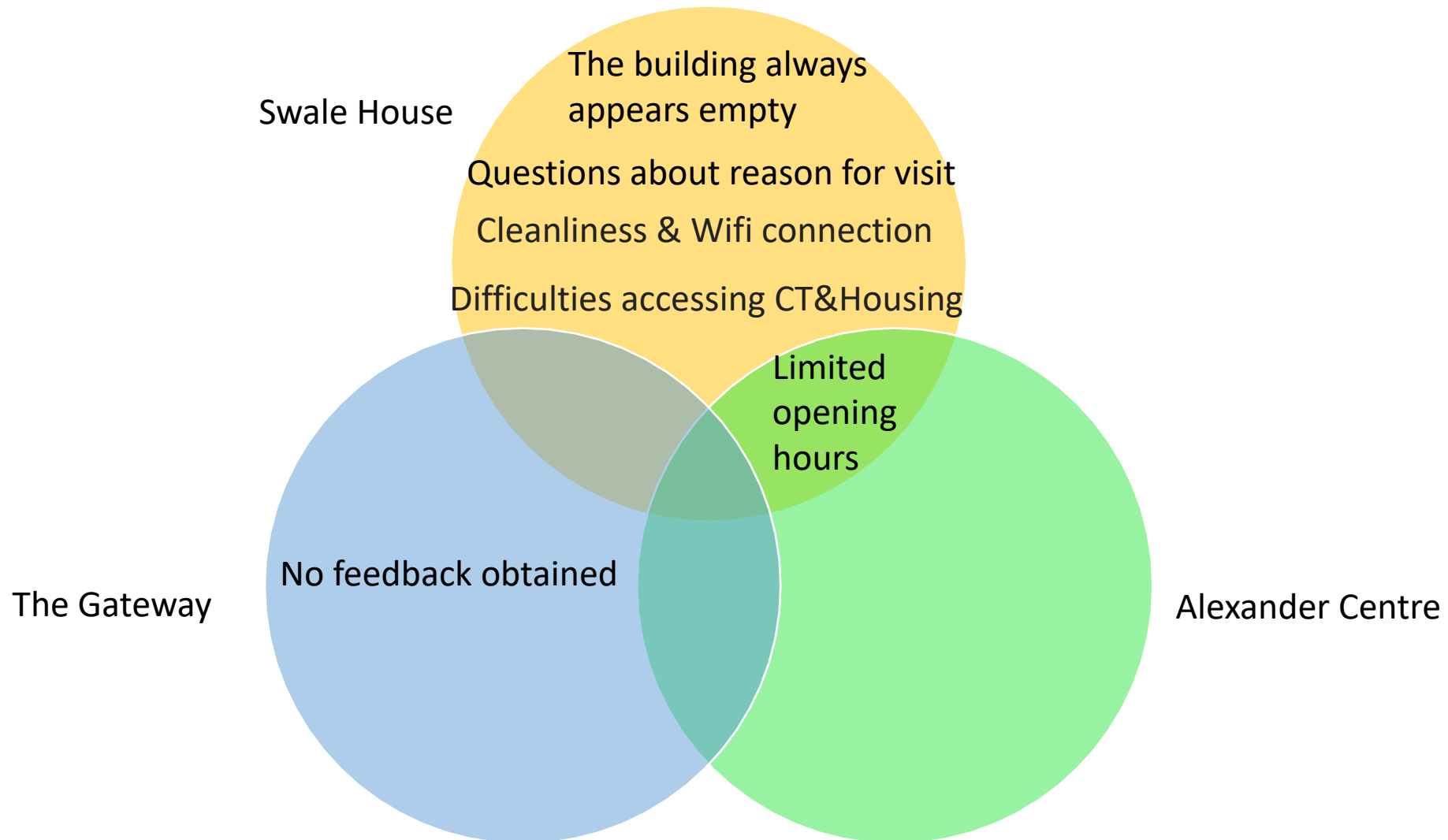
Swale House		Alexander Centre		The Gateway	
Very effective	0	Very effective	0	Very effective	1
Somewhat effective	1	Somewhat effective	0	Somewhat effective	0
Neither effective nor ineffective	1	Neither effective nor ineffective	1	Neither effective nor ineffective	0
Somewhat ineffective	1	Somewhat ineffective	0	Somewhat ineffective	0
Very ineffective	1	Very ineffective	0	Very ineffective	0



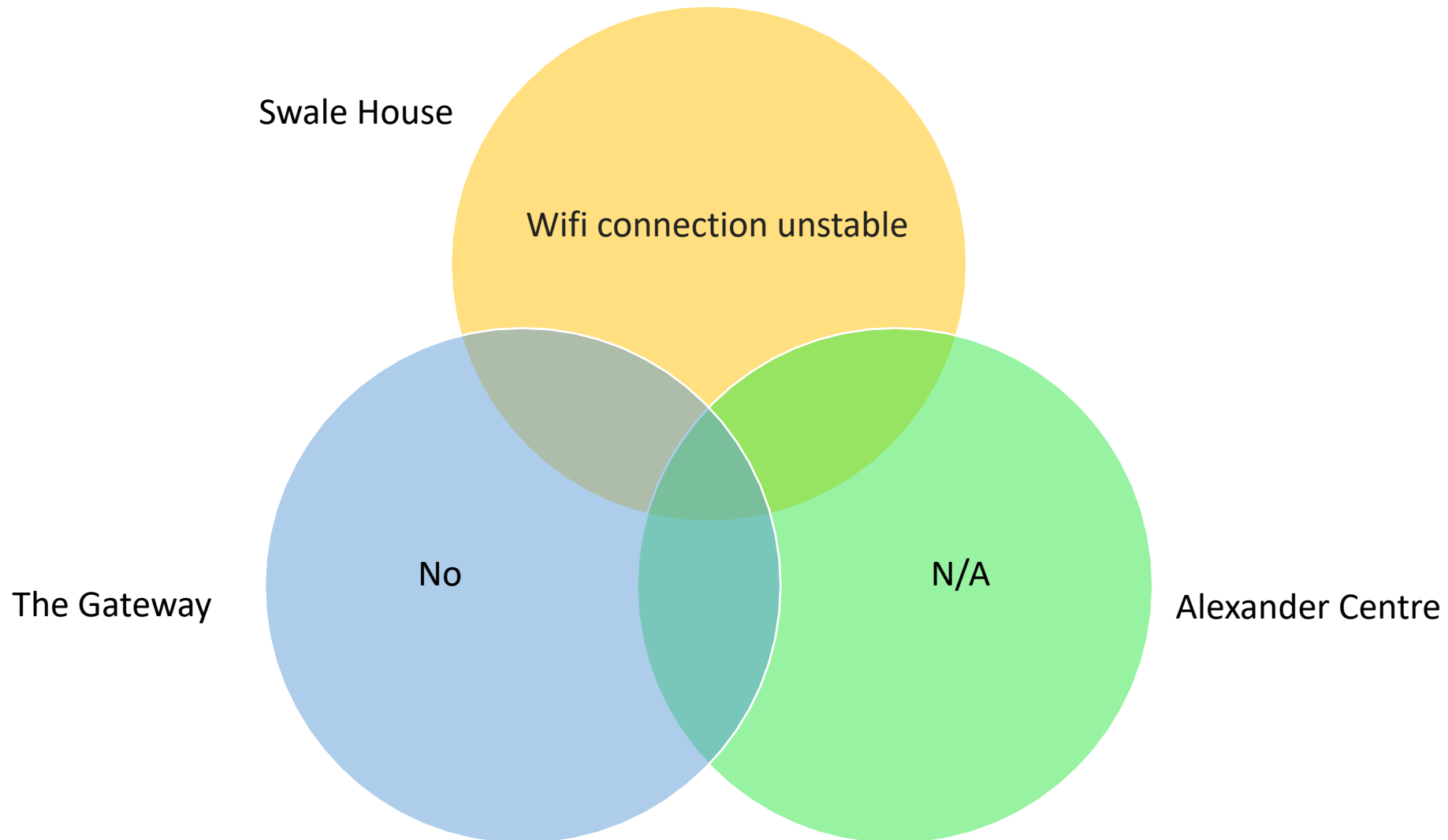
What feedback have you received from your customers about their experience in our shared building?



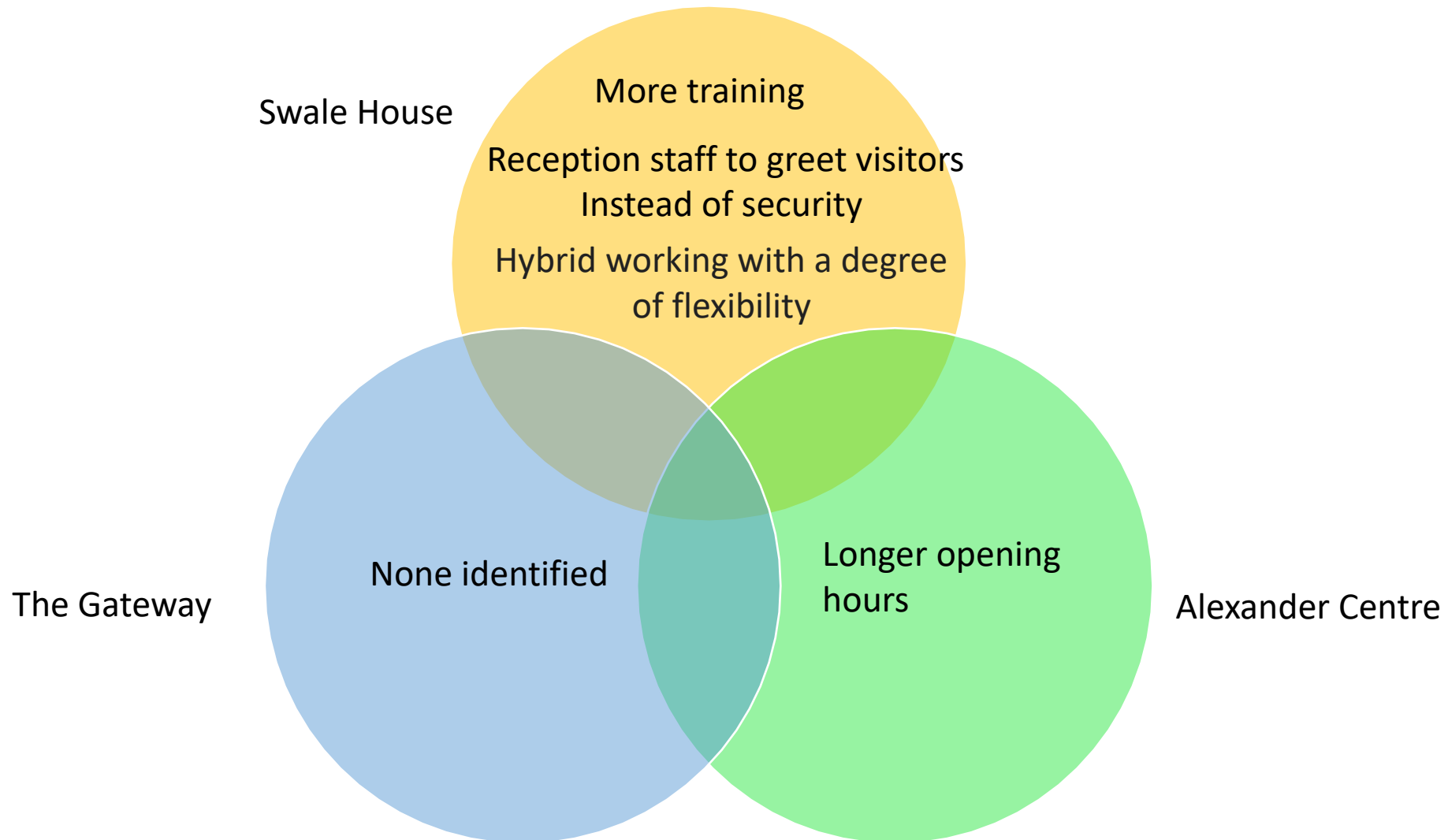
What are the most common complaints or issues raised by customers in our building?



Are there any specific facilities or amenities that you believe are lacking in the building?



How can we better support staff to enhance the customer experience?



What improvements would you suggest for the layout and design of our shared spaces to better serve customers?

