



CUSTOMER SATISFACTION SURVEY 2015/2016

As part of Batho Pele and Back to Basics programme of putting people first, KDM has designed this template to help us improve the services rendered by the municipality within its boundaries. We are committed to meeting our resident's needs as part of a local drive to get to know our residents better, we would appreciate a little of your time to tell us your expectations and your feelings about us as a sphere of Local Government in KDM.

CUSTOMER SATISFACTION SURVEY: QUESTIONNAIRE

✓ Please tick

TITLE: MR MISS MRS

RACE : AFRICAN INDIAN COLOURED WHITE

ARE YOU A:

1) Permanent resident

2) Holiday Home owner

3) How many members are in your household

4) How many members are above 18

5) How many members are employed

OVERALL RATING OF THE LEVEL OF SERVICES PROVIDED BY KWADUKUZA:

SATISFACTION LEVEL	PLEASE TICK ONE
Poor	
Satisfactory	
Very Satisfactory	
Good	
Very Good	

PLEASE PROVIDE ANY SUGGESTIONS/COMMENTS TO HELP US IMPROVE OUR SERVICES:

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Your supplied information will be held under strict protocols and will only be used for direct communications with KDM and will not be released to any third party whatsoever. Your privacy is important to us.

THANK YOU FOR YOUR PARTICIPATION!