

**We'd like to know what you think about our Benefits Service.**

**Please tell us by putting a tick  to answer these questions and give more details if you want.**

- Did you find claiming benefit from us easy? Yes  No
- Have we done what we said we would do? Yes  No
- Were we helpful? Yes  No
- Were we polite? Yes  No
- Did we treat you fairly? Yes  No
- Is our information clear & easy to read? Yes  No
- Did we help you soon enough? Yes  No
- Are you satisfied with our Benefits Service? Yes  No

If you said 'no' to any of these questions – please say why here.

Do you know you have to report changes of your circumstances to us? Yes  No

Please use the box below to tell us your ideas, suggestions or comments about our Benefits Service. Please include anything you feel we can do to improve our service.

*Your answers are private and confidential (you don't have to say who you are or where you live). Post it back for free. Please see details on our website about the results of this survey and what we have done about it. Thank you for your help.*

Braintree District Council

[www.braintree.gov.uk/advicebenefits](http://www.braintree.gov.uk/advicebenefits)

Web survey

Benefits Service  
Braintree District Council  
Freepost CL427  
Braintree  
CM7 9HB