



Water Management Alliance

Pierpoint House,
28 Horsley's Fields,
King's Lynn,
Norfolk,
PE30 5DD

Telephone: (01553) 819600
Email: info@wlma.org.uk

Consisting of:
Broads IDB, East Suffolk IDB, King's Lynn IDB, Norfolk Rivers IDB, South Holland IDB,
Waveney, Lower Yare & Lothingland IDB and, in association with, Pevensey & Cuckmere
Water Level Management Board

The Water Management Alliance is committed to providing a high quality service. As part of our commitment the WMA likes to monitor the quality of service using customer feedback. To help us better serve you, please complete this survey and return it to us at your convenience. Thank you in advance for your time.

Name					
Company					
Address					
E-mail					
Phone					
Fax					
Have you contacted / dealt with the WMA before?	Yes	No	(please tick relevant answer)		
Name of contact at the WMA					
Origin of initial contact	Letter	E-Mail	Phone	Visit	(please tick relevant answer)

Please indicate, by ticking in the boxes most appropriate to your experience with the WMA.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The WMA was easily contactable.					
The WMA was courteous and professional.					
The WMA was knowledgeable about your requirements.					
The WMA offered the most suitable response / service.					
The service received was explained thoroughly.					
The time taken to deliver the response / service was satisfactory.					
My overall satisfaction with your service is high.					

Additional comments:

Signed.....

Date.....