



Water Management Alliance

Kettlewell House
 Austin Fields Industrial Estate
 KING'S LYNN
 Norfolk
 PE30 1PH

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 Email: info@wlma.org.uk

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

The Water Management Alliance is committed to providing a quality service. As part of our commitment the WMA seeks 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 circle the relevant answer)
Name of contact at the WMA	
Origin of initial contact	Letter E-Mail Phone Visit (please circle the 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.....