

Registration & Celebratory Services - Customer Feedback 2023-2024 Marriage & Civil Partnership Appointments



What people said about us! - so many positive comments received –

Thank you all – you made our day!!

Notices of Marriage and Civil Partnership Appointments

During the financial year 2023/2024 the service dealt with X appointments for notices of marriage and X appointments for Notices of Civil Partnership.

All couples were sent customer feedback forms following their appointments. Of the 1262 surveys sent out the response rate was incredibly low with only 179 (14%) received

92% of respondents had received information about costs and documents relating to their appointments

86% of respondents made their appointment over the telephone

13% if respondents made their appointments on line

76% of respondents were able to obtain appointments on the date and time of their choice

100% of respondents were seen in sufficient time for their ceremony to take place as planned

97% of customers were seen within 10 minutes of their appointment time.

75% if customers were seen at their appointment time or earlier

Of those customers who contacted the service by telephone – 96% were satisfied with the courtesy they received on the telephone

95% of customers were satisfied with the opening hours of the offices

98% of customers were satisfied with the service they received from the registrar

98% of customers felt that they had been treated with courtesy and respect

96% were happy with the facilities of the office which they visited

The issues which our customers brought to our attention are show in the table below along with service responses.

<i>Issue Raised</i>	Service Response
<p><i>Available appointment times for working people. Not satisfactory. Late night or Saturday mornings preferable</i></p>	<p>Couples wishing to marry have 12 months in which they can complete their legal preliminaries, so most couples manage to do this during time off.</p> <p>Registration Officers are also working people who work for a service which has to cater to the majority needs of all of its customers.</p> <p>This includes conducting and officiating at ceremonies every weekend, bank holiday and most weekdays.</p> <p>There are insufficient staff or adequate facilities for the provision of out of hours appointments.</p> <p>These have been tried over the years with little success. This is not to say that we would not try it again should situations alter.</p>
<p><i>Issue Raised</i></p>	<p>Service Response</p>
<p><i>Incorrect Documents advised or no documents advised</i></p>	<p>2 emails are sent to couples who have booked appointments to give notice of marriage or civil partnership. Information relating to documents required is included in those confirmation emails.</p>

	<p>Driving licenses are only appropriate as a means of confirming address, providing the address shown on the license is up to date.</p> <p>Birth certificates/passports must be produced to provide evidence of nationality</p> <p>Information should be taken from registrars, either by telephone, email, appointment booking confirmations, the government website (gov.uk) or local authority website only.</p>
<i>Issue Raised</i>	<i>Service Response</i>
<i>Office accommodation, drab, small and unwelcoming</i>	We agree and do the best we can with limited resources. Hoping for better accommodation.
<i>Issue Raised</i>	<i>Service Response</i>
<i>Not able to see a ceremony room prior to the ceremony</i>	<p>Usually, we can show couples our rooms in advance of the ceremony date.</p> <p>If the rooms are in use when the couple attend their notice of marriage/civil partnership appointment, we would not be able to do this.</p> <p>We would always happily arrange a separate appointment</p>
<i>Issue Raised</i>	<i>Service Response</i>
<i>Online booking preferred</i>	<p>Yes, we agree.</p> <p>This was possible up until a change in the law was implemented which required an update to our software application. Some accessibility issues meant that the existing system could not</p>

	<p>be updated with relevant immigration status questions.</p> <p>Later this year (2024) a replacement system will be introduced which will restore this facility.</p>
<i>Issue Raised</i>	Service Response
<i>The person who conducted our interview was quite stern and rude</i>	<p>This is not usually the case; however, the appointment is supposed to be formal and serious. From this appointment a legal process started from which a document providing the basis for a legal marriage or civil partnership is produced.</p> <p>From time-to-time registrars encounter people who will not take the appointment seriously and must ensure that the need for concentration and seriousness is understood.</p> <p>This may have happened on this occasion, which is regrettable.</p>
<i>Issue Raised</i>	Service Response
<i>Registrars should take calls directly and not use the customer service centre</i>	<p>We agree, though the customer service centre does an excellent job for the service. The council has adopted a single front door policy by which all services are contactable through the Customer Service Centre.</p>

