

Responses to Feedback from DES Service Delivery Survey & Suggestion Box in 2010

Narre Warren

Thank you for your valuable input into our service delivery.

Consumers' Input	Echo's Responses
There was no survey response.	We will have another survey in December 2010.
A consumer was not happy to be left waiting at counter.	The complaint has been conveyed to appropriate staff for improvement.
A request for a water cooler for 'Thirsty Client'	A water cooler has been installed for client convenience.
A request for background music in waiting room	The request has been conveyed to appropriate staff for action if possible – eg a softly playing radio