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Public policy

City of Bocholt wants to strengthen citizen services

Customer satisfaction survey from 31 July in the citizens' office at Neutorplatz, at the registry office and online

The city of Bocholt wants to improve its citizen service. In order to find out where there is room for improvement, the administration is conducting a citizen survey in the public order department for four weeks starting on Monday, 31 July. This is where public services such as the citizens' office, the department for foreigners' affairs, the registry office, the trade department, the department for "general order" and traffic control are located.

The aim of the survey is to find out how citizens perceive the service in order to identify potential for improvement and to develop measures from this. In addition, the city of Bocholt would like to find out to what extent the digital services of the city of Bocholt are already perceived or used.

Citizens' Advice Bureau and Co. "Business Card of the City of Bocholt".

"The public order department with its many public-intensive areas is a kind of 'visiting card of the city of Bocholt'", says Mayor Thomas Kerkhoff. "For this very reason, it is important for me to find out how the customers perceive the service. Only then can we draw the right conclusions and take measures to constantly improve our service quality."

The survey is aimed exclusively at customers of the Department of Public Order who have recently had contact with the department. They are invited to share their experiences.

Interviewers will be on hand three days a week at Neutorplatz (including the citizens' office) and at Schleusenwall (administrative building of the registry office) to assist in filling out the survey if needed.

Participation is also possible online at www.bocholt.de/meinung. It is offered in several languages as well as in easy language.

The survey is anonymous and is conducted by the market research company SKOPOS from Cologne.





*The city of Bocholt is conducting a survey with the aim of strengthening citizen services.
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