**Highland Council Customer Services Review**

**Consultation on Proposals – Response Form Community Groups**

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| **Section 5: Hearing what you think** |

We want to know what you think to help us understand the impact of these proposals on the people who use the service and the impact on the wider community.

You can respond by completing this form and posting it to:

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| The Policy Team  Chief Executive’s Office  Glenurquhart Road  Inverness  IV3 5NX  Alternatively, you can email a copy of your form to: [policy6@highland.gov.uk](mailto:policy6@highland.gov.uk) |

**PLEASE RETURN THIS BY THURSDAY 19 MARCH 2015**

**Should you have any queries, please contact** [**policy6@highland.gov.uk**](mailto:policy6@highland.gov.uk)

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| **What is the name of the Group / Organisation**  **you are responding on behalf of?** |  |

**Question 1**

*What do you think about the 6 principles listed in Section 2 of the consultation document?*

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**Question 2**

*What do you like/dislike about the proposals for your local area?*

*(For the detailed proposals please see section 4 of the consultation document)*

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**Question 3**

*How would the proposal for your area impact upon your community?*

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**Question 4**

*How will it change the way your community interacts with the Council?*

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**Question 5**

*Do you think it will improve customer services or cause difficulties to any people or groups of people and if so how could these be overcome?*

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**Question 6**

*If your local Service Point was removed, what other ways might there be to deliver customer service locally?*

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| **Which service point(s) are you completing the survey about?** |  |

**Thank you for responding to our Customer Services Review**

**PLEASE RETURN THIS BY THURSDAY 19 MARCH 2015**