



HM Courts &  
Tribunals Service

## Traffic Enforcement Centre User Questionnaire

Dear Customer,

I am currently reviewing the service level that the TEC (Traffic Enforcement Centre) provides to you. In particular I would like to hear your views as to how satisfied you are with how we currently interact with you and specifically on what you would find more helpful in the future.

To help inform that review please take a few moments of your time to complete this very short questionnaire.

I will be using your responses to directly influence future TEC plans and I look forward to receiving your response.

**Please email your completed return to [tec.la@hmcts.gsi.gov.uk](mailto:tec.la@hmcts.gsi.gov.uk) by Monday 10<sup>th</sup> October 2016.**

Yours Faithfully

Mrs Claire Brown  
CCBC Operations Manager

**Question 1**

Are you pleased with the service level that you currently receive from the TEC?

- Yes   
No

If 'no' please provide an explanation as to why below;

**Question 2**

Would you find a dedicated 'TEC Customer Insight Team' as a single point of contact for service related improvements and problem solving helpful? (this will not replace our current TEC Helpdesk facility for day to day enquiries)

- Yes   
No

If yes, please give reasons why? If not, is there something else that you would find helpful?

**Question 3**

How would you prefer to communicate with a dedicated 'TEC Customer Insight team' (on matters aside to general penalty charge updates which would continue to be channelled via existing TEC contact routes)?

- A dedicated phone line
- Regular face to face meetings
- A monthly pre arranged telekit call to discuss service related matters
- A dedicated inbox

**Question 4**

Do you have any suggestions as to how services at the TEC could be improved?

Please provide details below;

**Question 5**

Would you like to be involved in helping TEC improve its services in the future? E.g. Process Mapping and Value Stream Mapping to name a few.

If yes, please provide full contact details (Direct dial telephone numbers and email addresses)

- Yes
- No