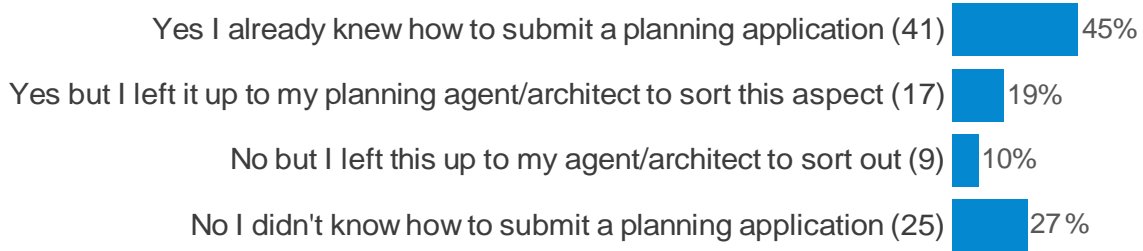


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When you decided on your project did you know how to proceed with a planning application?

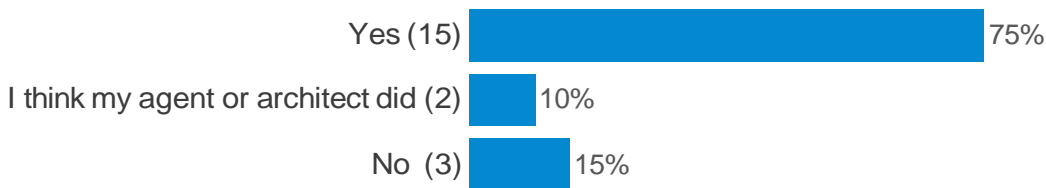


(If you said no can you say how you eventually found out how to proceed?)

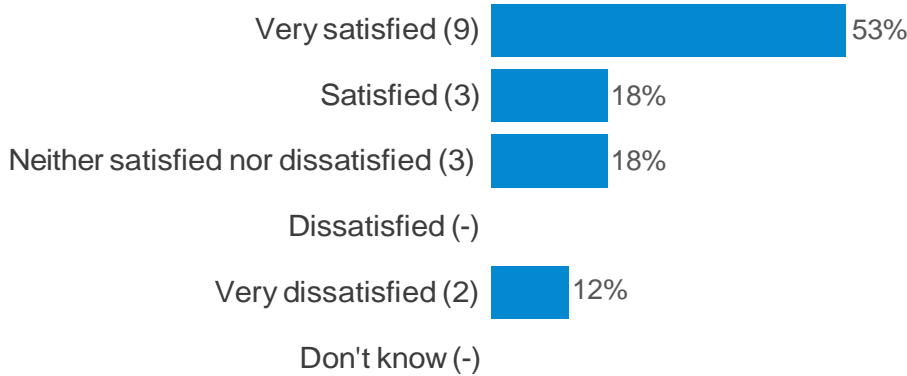
Which of the following processes did you go through with your application?



Before your planning application was formally submitted did you contact Wiltshire Council Planning Service for advice or guidance on the process?

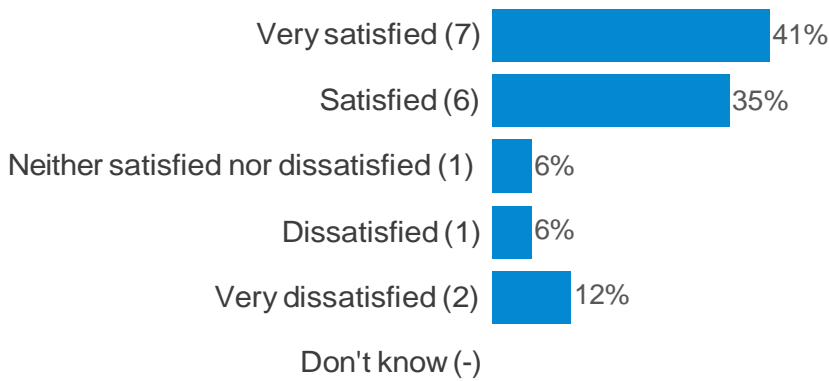


If you or your agent/architect did contact the Planning Service prior to your application how satisfied were you with the following? (How easy it was to contact the Planning Service by phone, email or website)

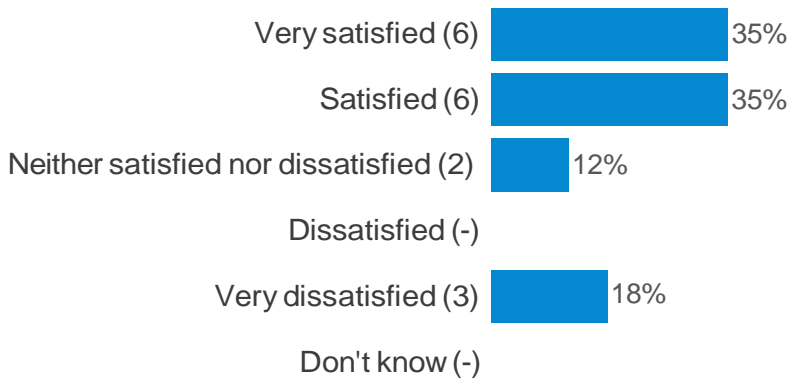


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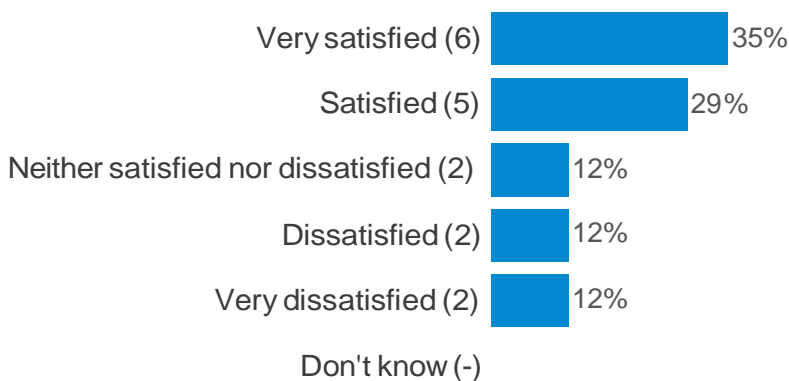
If you or your agent/architect did contact the Planning Service prior to your application how satisfied were you with the following? (The amount of information you were given)



If you or your agent/architect did contact the Planning Service prior to your application how satisfied were you with the following? (How clear and easy to understand the information was)

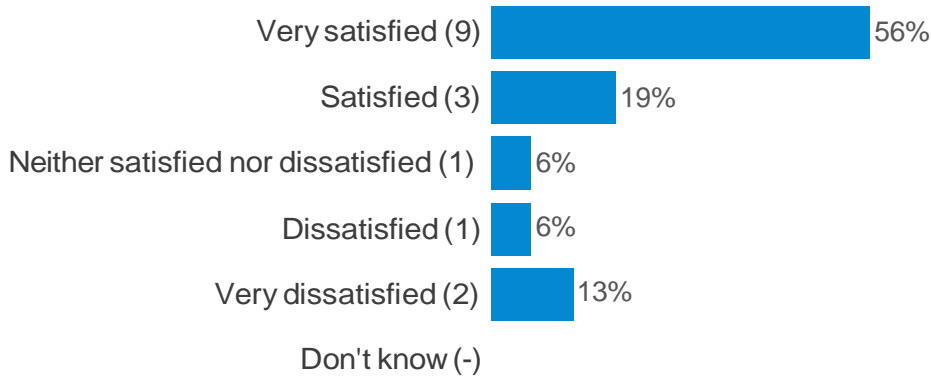


If you or your agent/architect did contact the Planning Service prior to your application how satisfied were you with the following? (The time it took to get a response)

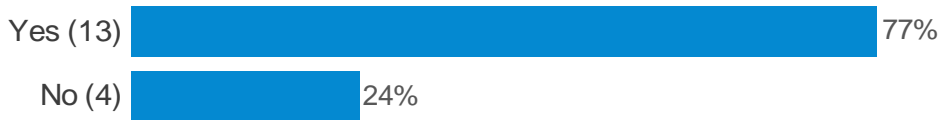


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If you or your agent/architect did contact the Planning Service prior to your application how satisfied were you with the following? (The helpfulness of staff)



In general were your questions answered to your satisfaction, enabling you to understand the requirements and information necessary to complete your planning application?



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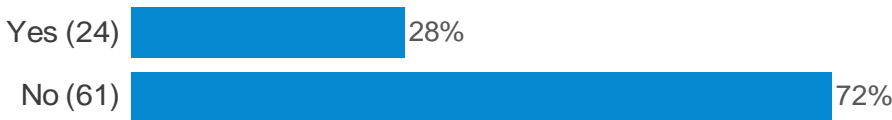
During the application process did you do any of the following? (View your application online via the Wiltshire Council website)



During the application process did you do any of the following? (Consult with your immediate neighbours)



During the application process did you do any of the following? (Contact your local parish or town councillor)



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During the application process did you do any of the following? (Contact the Wiltshire Council councillor for your area)



During the application process did you do any of the following? (Contact the Planning Officer to discuss)



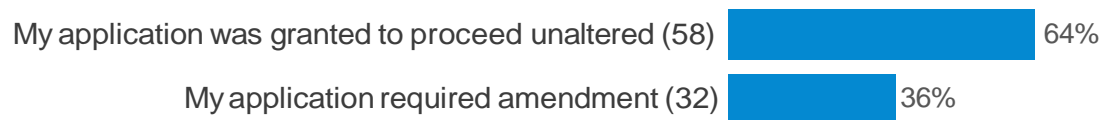
During the application process did you do any of the following? (Find out where your Green notice that itemised your planning application was posted in the local area)



During the application process did you do any of the following? (Become aware of any local Parish or Town Council meeting that was looking at your application as a consultee)



During the process which of the following best describes what happened in your case? (My application was granted to proceed unaltered)

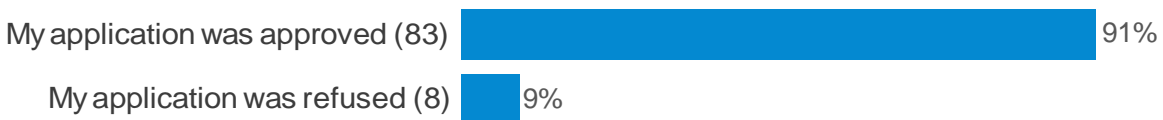


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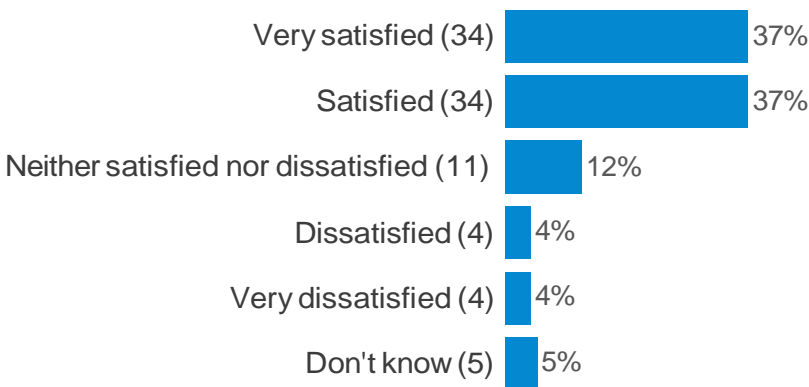
If your application required amendment what was your thought on this? (If your application required amendment what was your thou...)



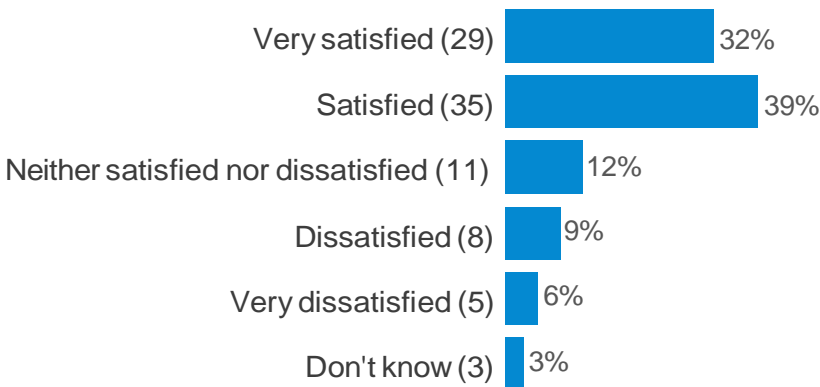
Please can you say what happened to your planning application?



During the application process, how satisfied were you or your agent/architect with the following? (How easy it was to contact the Planning Service by phone, email or website)

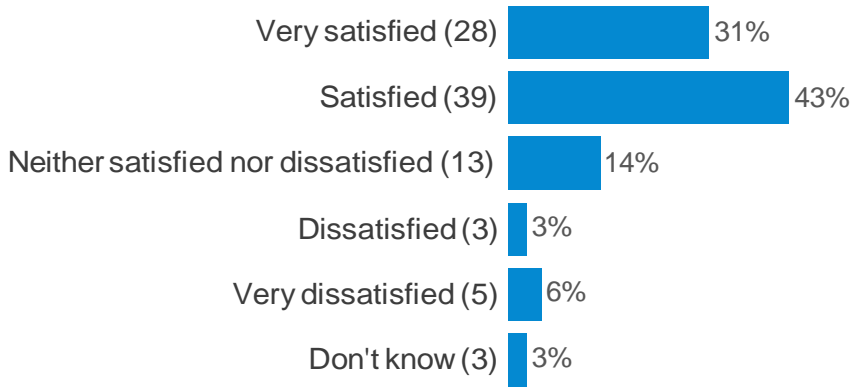


During the application process, how satisfied were you or your agent/architect with the following? (The amount of information you were given)

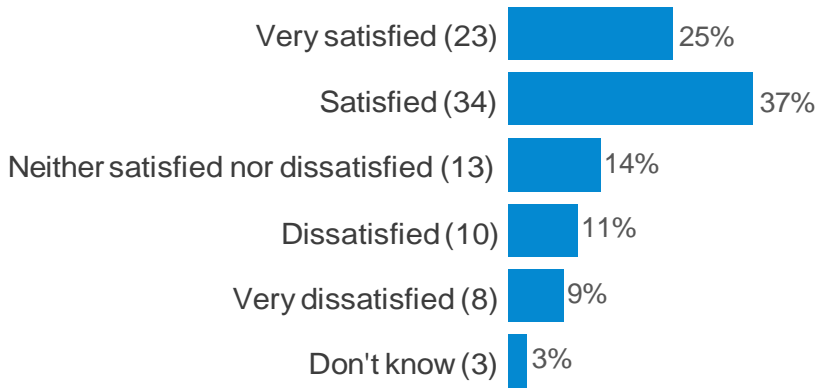


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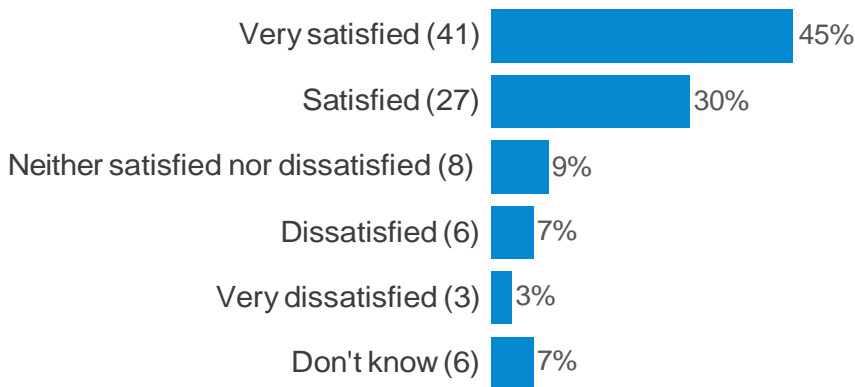
During the application process, how satisfied were you or your agent/architect with the following? (How clear and easy to understand the information was)



During the application process, how satisfied were you or your agent/architect with the following? (The time it took to get a response)

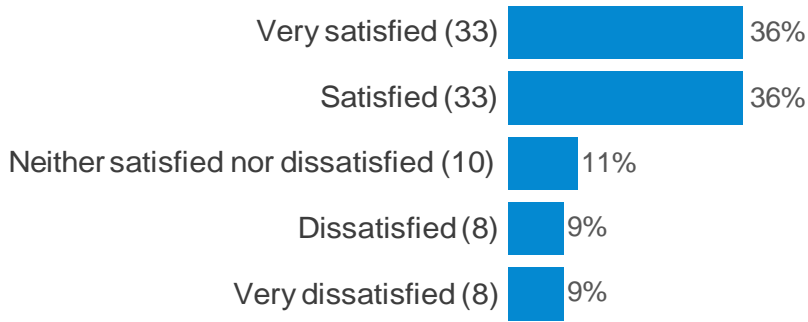


During the application process, how satisfied were you or your agent/architect with the following? (The helpfulness of staff)

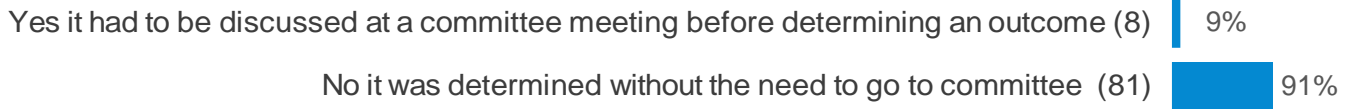


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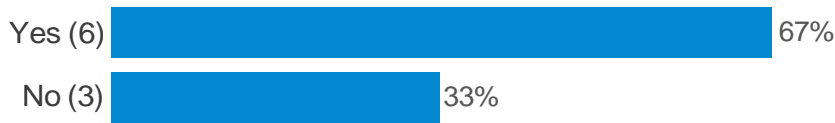
Setting aside whether any individual application was successful or not, how satisfied or dissatisfied are you with the service provided by Wiltshire Council in processing your application?



Was your application called in by a councillor to be determined at a planning committee?

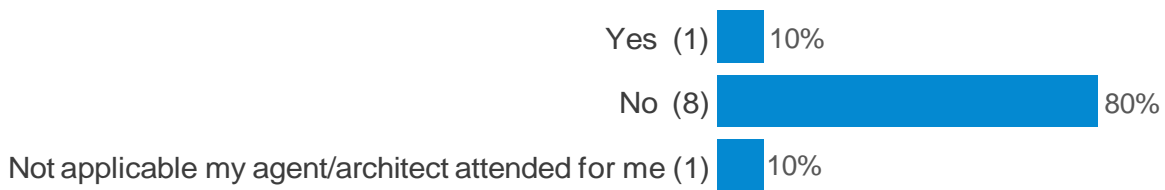


Was a clear explanation given as to why the application was to be decided by the Planning Committee?



(If no what were your thoughts on this?)

Did you attend the planning committee where your application was being considered?



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In relation to the planning committee meeting how far would you agree or disagree with the following statements? (It was clearly explained at the beginning how things would proceed)



In relation to the planning committee meeting how far would you agree or disagree with the following statements? (I or my agent was told how to speak on my application)



In relation to the planning committee meeting how far would you agree or disagree with the following statements? (I felt my or my agents comments were listened to)



In relation to the planning committee meeting how far would you agree or disagree with the following statements? (I felt the whole process was balanced and fair)



In relation to the planning committee meeting how far would you agree or disagree with the following statements? (I felt that the process was well organised)



In relation to the planning committee meeting how far would you agree or disagree with the following statements? (I understood what was happening during the meeting)



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In relation to the planning committee meeting how far would you agree or disagree with the following statements? (I understood how the decision was made)

Agree (2)  100%

Disagree (-)

What do you think Wiltshire Council could do to improve the planning process regardless of your outcome?

