

Town of Middleborough

20 Center Street
Middleborough, MA 02346
508-946-2426



Town of Middleborough requests your help. Please complete the following Customer Satisfaction Survey based on the project we recently completed for your organization. Thank you for your time.

Name: Address: Permit Type: Date:

1. Did the Building Department team deliver results and quality service?

Unsatisfied Satisfied Very Satisfied

1a. Ability to reach a live person in a reasonable amount of time?

Unsatisfied Satisfied Very satisfied

1b. Were they helpful and knowledgeable to answer your questions?

Unsatisfied Satisfied Very satisfied

1c. Interaction with office staff and clerks ?

Unsatisfied Satisfied Very satisfied

2. The Inspection process was ...

Unsatisfied Satisfied Very satisfied

2a. Was your appointment kept timely?

Unsatisfied Satisfied Very satisfied

2b. How would you rate the Inspectors in courtesy, helpfulness and professionalism?

Unsatisfied Satisfied Very satisfied

2c. The inspectors were able to answer my questions in the field and/or provide me with direction?

Unsatisfied Satisfied Very satisfied

2d. Convenience of using the website?

Unsatisfied Satisfied Very satisfied

3. *The overall customer experience on this project was ...*

Unsatisfied Satisfied Very satisfied

4. *Comments / Testimonial:*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

Please return completed form to the Middleborough Building Department 20 Center Street, Middleborough, Ma 02346.