

# Civil Marriage: Customer Comments

Registration Services

2009



A summary of the comments Registration Services have received from customers of civil marriage services.

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## Civil Marriage Customer Survey 2009

(Marriage in a Registration Office or Approved Venue)

	<i>Number</i>	<i>%</i>
Total Number of Civil Marriages	<b>228</b>	<b>100%</b>
Questionnaires issued	<b>120</b>	<b>52%</b>
Questionnaires returned	<b>52</b>	<b>43%</b>
Positive Results (excellent or very good)	<b>52</b>	<b>100%</b>
Negative Results	<b>0</b>	<b>0%</b>

What did you think of the ceremony? Was it.....					
<i>Too Short</i>	<i>Too Long</i>	<i>Too Formal</i>	<i>Too Informal</i>	<i>Just Right</i>	<i>Just right in %</i>
<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>52</b>	<b>100%</b>

Please tell us what you thought of our staff					
	<i>Excellent</i>	<i>Very Good</i>	<i>Good</i>	<i>Fair</i>	<i>Excellent or Very Good %</i>
Welcoming	<b>51</b>	<b>1</b>	-	-	<b>100%</b>
Friendly	<b>52</b>	-	-	-	<b>100%</b>
Helpful	<b>51</b>	<b>1</b>	-	-	<b>100%</b>
Courteous	<b>52</b>	-	-	-	<b>100%</b>

If applicable, were you satisfied with the disabled facilities			
<i>Yes</i>	<i>No</i>	<i>N/A</i>	<i>No Answer</i>
<b>7</b>	<b>0</b>	<b>11</b>	<b>34</b>

Would you recommend this venue for a civil wedding?			
<i>Yes</i>	<i>No</i>	<i>N/A</i>	<i>No Answer</i>
<b>51</b>	<b>0</b>	<b>1</b>	<b>0</b>

## Civil Marriage Customer Comments

Comments from couples who were married by a Registrar in West Lothian in 2009

### About the staff:

- ★ They were courteous and helpful
- ★ Registrar was professional warm and friendly
- ★ Registrar helped make our day very special
- ★ They were very friendly, informative and helpful
- ★ Registrar was unflustered even though the bride was “slightly” late
- ★ Relaxed friendly staff
- ★ Registrar was fantastic
- ★ Very relaxed, great staff
- ★ Registrar fantastic and supportive, helped to make the day special
- ★ Registrar fabulous everything how we wanted
- ★ Staff are credit to the registration service
- ★ We were unclear about some things in the brochure but staff were always patient with our questions
- ★ The service we received was excellent, difficult to identify room for improvement
- ★ Happy to say the service could not be improved. Cannot praise everyone highly enough
- ★ All went well difficult to suggest improvements. Everyone was helpful making the whole experience enjoyable
- ★ Warm and welcoming put couple who were Polish at ease

### About the ceremony:

- ★ Registrar incorporated all my ideas into the ceremony her words linked my readings and songs together beautifully
- ★ I would highly recommend West Lothian Registration Service to anyone was being married
- ★ The ceremony could not have been any better all our ideas were included in our ceremony – loved it!
- ★ The ceremony was lovely
- ★ We must thank the registrar from the bottom of our hearts for such a wonderful ceremony

- ★ Most of the guests were from Wales, they found the service clear and welcoming, it made the day
- ★ Our thanks to the registration staff for providing a light hearted service, it was perfect.
- ★ Loved the ceremony-just what we wanted
- ★ The ceremony was perfect
- ★ Thought it was a lovely wedding

### Comments about the Bathgate Registration Office:

- ★ Lovely setting, friendly staff
- ★ Lovely office, gardens are beautiful, lovely setting for photos
- ★ Well organised
- ★ Everyone and everything very pleasant
- ★ Everything arranged and the ceremony performed smoothly

### Comments about the Livingston Registration Office:

- ★ Very friendly and helpful staff
- ★ Many thanks for the wonderful day you gave us
- ★ Everyone was really helpful – would most definitely recommend your services
- ★ Staff very friendly and easy to talk to
- ★ New building is lovely and airy, ceremony room is beautiful