



# ACVM GROUP CUSTOMER SURVEY

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Please complete and return to Michelle Casey  
(78 Kingsford Street, Shirley, Christchurch ) by 31 August 2004.  
A stamped envelope is enclosed for your convenience.

## ACVM PROCESSES

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**1. Is information provided sufficient to give a good understanding of the ACVM Group's role?** (Please circle your response.)

Yes          No

If no, can you provide examples and suggestions for improvement? (Use back page if needed.)

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**2. Is information provided sufficient to give a good understanding of your responsibilities under the legislation?**

Yes          No

If no, can you provide examples and suggestions for improvement?

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**3. How do you find the application process?**

Simple      Average      Difficult

What do you suggest can be done to improve the process?

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**4. Are you kept informed of changes to the application process that affect you?**

Always      Usually      Sometimes      Never

Can you provide any suggestions for improvements?

## COMMUNICATION

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**5. What is your preferred method of communication for dissemination of information from the ACVM Group?**

Telephone      Email      Letter

Do you have any suggestions for improvements?

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**6. Do you find *AgVetLink* an informative and worthwhile publication?**

Always      Usually      Sometimes      Never

Do you have any suggestions for improvements?

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**7. What is your preferred method of communication if the ACVM Group needs to inform you of changes?**

Workshop      *AgVetLink*      Telephone      Email      Letter

Do you have any other suggestions?

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**8. Do you find the ACVM Group website 'user friendly'?**

Always      Usually      Sometimes      Never

Do you have any suggestions for improvements?

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**9. If you raise issues with the ACVM Group do you feel your comments and ideas are seriously considered?**

Always      Usually      Sometimes      Never

Do you have any suggestions for improvements?

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## SERVICE

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**10. Are ACVM staff polite and cooperative when speaking with you on the telephone?**

Always Usually Sometimes Never

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**11. If you leave a message on the telephone, are your calls returned promptly?**

Always Usually Sometimes Never

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**12. Do ACVM Group staff respond quickly when you request information, by telephone or email?** (NB: We have 5 days turnaround time with emails pertaining to applications.)

Always Usually Sometimes Never

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**13. Overall are you satisfied with the service the ACVM Group provides?**

Always Usually Sometimes Never

Do you have any suggestions for improvements?

## GENERAL

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**14. Do you have any suggestions of topics that would usefully be covered:**

- a. in an ACVM workshop
  - b. in *AgVetLink*
  - c. via additional information on the website?
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**15. Do you have any other suggestions for improvements that could be made by the ACVM Group?**