

## **Customer Satisfaction Survey for Certification Customers**

*Please tell us what you think*

### **Introduction**

Building Standards Division, Scottish Government, would like your views and feedback on the building standards Certification service in Scotland. As a Certification customer we would like to hear about your experience of using an Approved Certifier including any perceived advantages/disadvantages and suggestions on how the service could be improved.

### **How to complete the survey**

The survey should take between 5-10 minutes to complete is available to complete via MS forms using this link:

<https://forms.office.com/e/xPuyKpRv9f>

### **Reassurance**

The findings from the survey will be treated confidentially and reported anonymously under the Data Protection Act 2018.

If you would like to follow up on any issues, please e-mail:  
**[bscertification@gov.scot](mailto:bscertification@gov.scot)**

**Thank you for taking the time to complete this online survey**