

Your opinion matters!

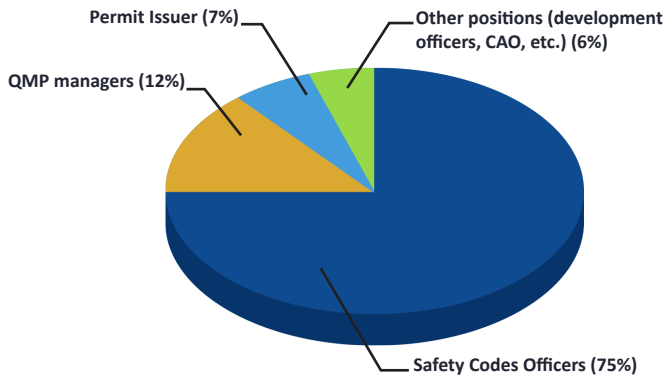
Every year the Safety Codes Council surveys clients to gather feedback on the value of our services and role in the safety system. We rely on this information to improve our processes and further enhance the effectiveness of the services we provide and the safety codes system in Alberta.

The total number of surveys completed (1,018) was highest in 2021 as compared to previous years and we appreciate everyone who took the time to complete the survey. Your feedback is valuable and provides us with important advice as we continually strive to provide the best customer service possible.

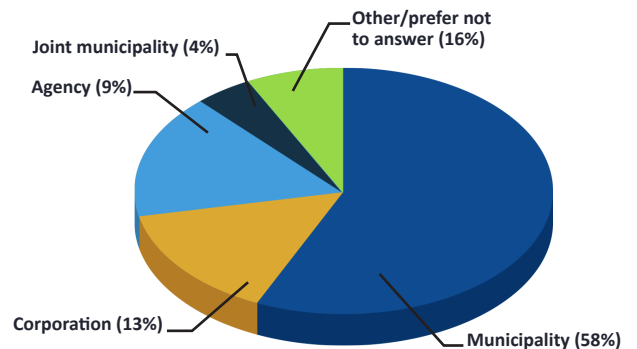
Snapshot of the findings from last year's survey

Who we heard from:

Role:



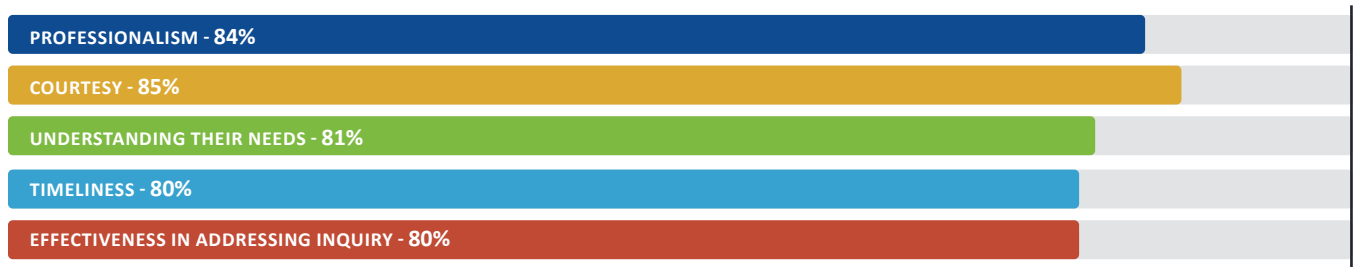
Working for:



What we heard:

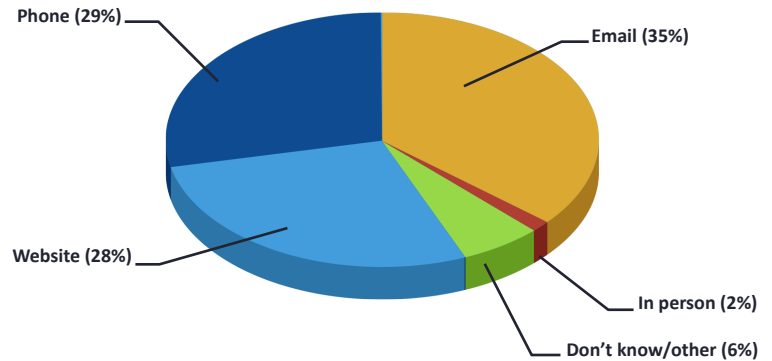
Overall, respondents who had an interaction with the Council were pleased with the service they received and clients' satisfaction with Council staff did not significantly change from 2020 to 2021. QMP representatives and Permit Issuers were most likely to be satisfied with Council staff.

CUSTOMER SERVICE



Interaction:

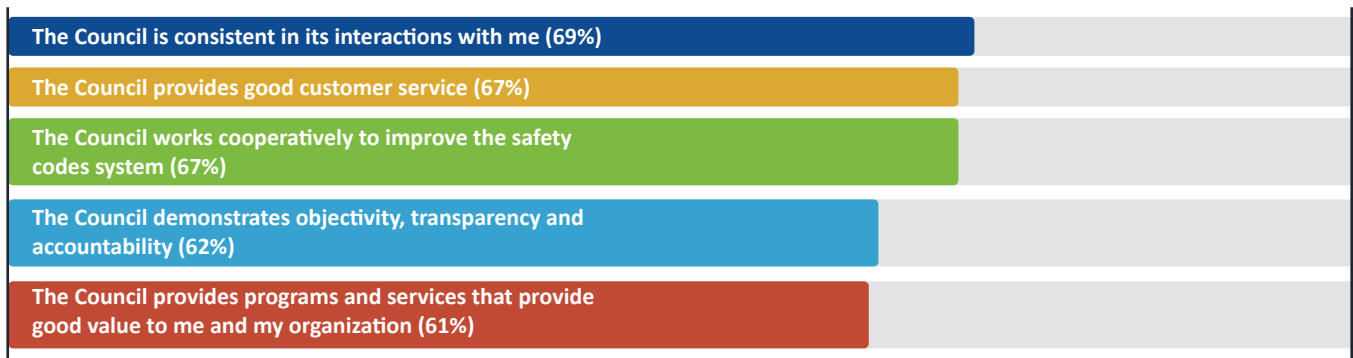
We continue to see a growing shift to online communication. Website usage increased for a fourth straight year and email remains the most common way interactions with the Council were initiated.



Perception of the Council:

Respondents generally had a positive image of the Council. Over two-thirds of respondents agreed or strongly agreed with statements about the image and opinions of the Council.

PERCEPTION OF THE COUNCIL



When asked where the Council could improve, the following areas were mentioned by respondents:

- Improved training (more training opportunities, more topics, practical course material, etc.)
- More consistent enforcement of safety codes across the province
- Improve staff response time to requests

Thank you to everyone who took the time to fill out our annual survey. The feedback we receive each year provides valuable information that helps us identify opportunities and allows us to measure our progress.

Keep an eye out for your opportunity to participate in this year's survey this fall!