

All employees of the Village of Sugar Grove are expected to provide customers with responsive, consistent and effective service. Quality service will be delivered with respect for the needs of all members of the Sugar Grove community. The term “customer” is defined broadly to include residents, taxpayers, local businesses, co-workers, and the general public.

To achieve the provision of quality service employees will strive to:

- Carefully consider the knowledge and perspective of customers and respond to their ideas and concerns.
- Identify creative and innovative approaches to serve customers.
- Respect the diversity in our community, and provide services to all customers in a fair and equitable manner.
- Deliver services and programs in a manner that protects the environment and the needs of future generations.
- Support the policies established by our local elected and appointed officials.
- Promote excellence within our organization.

Please take a few moments to complete this survey. Your comments will assist the Village of Sugar Grove in evaluating and improving the quality of our customer service. Your participation and assistance is appreciated.

You may also contact the department that delivers the service or the Village Administrator’s Office (630-466-4507 ext. 24) or via email at vclerk@sugar-grove.il.us. The staff in the Village Administrator’s Office will refer your inquiry to the appropriate department or handle your request personally. We promise to respond to your concern in a timely manner.



10 S. Municipal Drive
Sugar Grove, Illinois 60554
Phone 630/466-4507
Fax 630/466-4521
www.sugar-grove.il.us

All personal information
is kept confidential.



Customer Service Survey

We would appreciate your
input on our
customer service.

Village President
P. Sean Michels

Board of Trustees

Robert Bohler	Kevin Geary
Mari Johnson	Rick Montalto
Thomas Renk	Melisa Taylor

Thank You

Your comments will be used
to assist the
Village of Sugar Grove
in
evaluating and improving
our
customer service.



How would you rate our service?	Excellent	Good	Fair	Poor
Staff Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Response Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for your Tax Dollar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Office / Equipment Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Date of Your Visit _____

Purpose of Your Visit:

Pay Utility Bill	<input type="checkbox"/>
Establish Utility Account	<input type="checkbox"/>
Other Utility Related Items	<input type="checkbox"/>
Building Permit Related	<input type="checkbox"/>
Zoning Variance Related	<input type="checkbox"/>
Traffic Citation	<input type="checkbox"/>
Employment Application	<input type="checkbox"/>
File a Complaint	<input type="checkbox"/>
Refuse / Recycling Services	<input type="checkbox"/>
Parkway Tree	<input type="checkbox"/>
Streetlight	<input type="checkbox"/>
Streets / Roadways	<input type="checkbox"/>
Water Quality	<input type="checkbox"/>
Property Maintenance	<input type="checkbox"/>
Request Information	<input type="checkbox"/>
Other _____	<input type="checkbox"/>

Are you a Sugar Grove:

Home Owner Business Owner Renter
 Non Resident Land Owner

If a resident how many years?

0-5 5-10 10+

Are you aware of our website? Yes No
www.sugar-grove.il.us

Where do normally get your news:

Kane County Chronicle Daily Herald Elburn Herald
 Aurora Beacon News Television Radio
 Other (please specify) _____

Optional Information:

Name: _____
 Address: _____
 Phone: _____
 Email Address: _____

I would like to receive information via email from the Village:
All personal information will remain confidential.

Please use this area to write your comments.