

Survey Feedback

Approximately 5,100 people used the registration service between 1 April 2025 and 31 March 2026. Analysis of 207 electronic and manual return sheets yielded the following results:

Date of Visit;

177 (100%)

What was the reason for your contact or visit to the Registration Service?

120 (58%) Register a birth

17 (8.2%) Register a death

40 (19.3%) Give notice of marriage / civil partnership

0 (0%) Attend a ceremony

30 (14.5%) Copy of a certificate

How many days did you have to wait to get an appointment to register a birth?

109 (92.4%) Within 5 working days

9 (7.6%) More than 5 working days at a mutually convenient time

0 (0%) More than 5 working days not at a mutually convenient time

How many days did you have to wait to get an appointment to register a death?

16 (94.1%) Within 2 working days

1 (5.9%) More than 2 working days at a mutually convenient time

0 (0%) More than 2 working days not at a mutually convenient time

How many days did you have to wait to get an appointment to give notice of marriage / civil partnership?

31 (77.5%) Within 10 working days

9 (22.5%) More than 10 working days at a mutually convenient time

0 (0.0%) More than 10 working days without a mutually convenient time

At your appointment, how long did you have to wait to see a Registrar?

150 (84.7%) 1-5 mins
26 (14.7%) 5-10 mins
1 (0.6%) 10-15 mins
0 (0%) 15-20 mins
0 (0%) More than 20 mins

Customers who purchased certificates in person, over the phone or via online services were also canvased for opinion. Results for 01/04/2025 to 31/03/2026 were as follows:

What date did you place an order for a copy of a certificate?

30 (100.0%)

Which certificate service did you use?

Standard Service - certificate requests can take up to 15 working days from date of purchase at a total cost of £12.50 per certificate and will be posted out by 2nd class post.

Priority Service - certificate requests will be processed within 24 hours of receipt at a total cost of £38.50 per certificate and will be posted first class but can be collected in person at the Register Office from 10:00am the next working day.

1 (3.3%) Standard Service - £12.50

29 (96.7%) Priority Service - £38.50

How many days did you have to wait to receive a copy of a certificate via the Standard Service?

1 (100%) Within 20 working days
0 (0%) More than 20 working days

How many days did you have to wait to receive a copy of a certificate via the Priority Service?

24 (100%) Within 3 working days

0 (0%) More than 3 working days

How satisfied or dissatisfied were you with the following?

	Very Satisfied	Fairly Satisfied	Neutral	Fairly Dissatisfied	Very Dissatisfied	Not Applicable
Opening Hours	177 (85.5%)	21 (10.1%)	6 (2.9%)	3 (1.4%)	0 (0%)	0 (0%)
Access to Office	173 (83.6%)	24 (11.6%)	9 (4.3%)	1 (0.5%)	0 (0%)	0 (0%)
Politeness of staff	199 (96.1%)	7 (3.4%)	1 (0.5%)	0 (0%)	0 (0%)	0 (0%)
Efficiency of staff	193 (93.2%)	12 (5.8%)	2 (1.0%)	0 (0%)	0 (0%)	0 (0%)
Level of Service	193 (93.2%)	11 (5.3%)	3 (1.4%)	0 (0%)	0 (0%)	0 (0%)
Overall Experience	189 (91.3%)	14 (6.8%)	4 (1.9%)	0 (0%)	0 (0%)	0 (0%)

Ceremony Survey

During the period 01/04/2025 to 31/03/2026 We received 4 replies in relation to ceremonial Services. The results of this feedback were as follows:

Date of ceremony:

4 (100%)

Where did you hold your ceremony?

4 (100%) The Civic Centre, Pontypool

0 (0%) The Parkway Hotel, Cwmbran

0 (0%) Greenmeadow Golf and Country Club, Cwmbran

0 (0%) Olive Tree, Cwmbran

How satisfied were you with the ceremony room?

4 (100%) Very satisfied

0 (0%) Satisfied

0 (0%) Neutral

0 (0%) Dissatisfied

0 (0%) Very dissatisfied

If you have any comments to make about the ceremony room, please use the box below:

0 (0%)

Initial contact with the Registration Service

How did you make initial contact with Torfaen Registration Service to arrange your ceremony?

4 (100%) By phone

0 (0%) By email

0 (0%) Other (please specify below)

0 (0%)

When you contacted the registration office, were you greeted in both Welsh and English languages?

4 (100%) Yes

0 (0%) No

If your call went to voice mail, did you receive a call back within 24 hours?

1 (25%) Yes

0 (0%) No

3 (75%) Not applicable

To what extent do you agree or disagree with the following statements?

Upon contact with the Registration Service, staff...

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Were Helpful	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Were Polite	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Answered questions fully in relation to Ceremony Booking	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Explained clearly the procedure for 'Giving Notice'	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

Legal preliminaries to ceremony

Did you attend Torfaen Register Office to give your Notice of Marriage?

3 (75.0%) Yes

1 (25.0%) No

To what extent would you agree or disagree with the following statements?

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
'We were able to get an appointment within 10 Working days, or at a Mutually convenient time'	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
'The waiting area was comfortable when we visited the Office'	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
'We were seen within 10 Mins of our appointment time'	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
'We were treated with dignity and respect'	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
'The actions we needed to take following our	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

Notice was fully explained to us'					
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Did you receive a Marriage Pack, containing your ceremony options and choices?

4 (100%) Yes

0 (0%) No

When given/sent the pack, were you given information on how to complete the forms and when to return it?

4 (100 %) Yes

0 (0 %) No

How could the pack be improved?

0 (0.0%)

Your Marriage Ceremony

To what extent do you agree or disagree with the following statements about the Registrar(s) who conducted your ceremony on the day?

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
'They were polite and informative'	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
'They treated us with courtesy and respect'	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
'They made us feel comfortable'	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
'They were smart and well presented'	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
'They made us feel fully supported during our ceremony'	4 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)

Overall, how satisfied were you with the level of service you received from Torfaen registration Service

4 (100%) Very satisfied

0 (0%) Satisfied

0 (0%) Neutral

0 (0%) Dissatisfied

0 (0%) Very Dissatisfied

We monitored customer satisfaction through the SNAP system, analysing the results on a quarterly and annual basis. To ensure accessibility, we also collected feedback through 43 physical comment cards and a visitor book maintained in the Register Office foyer

Within the data captured, lots of positive comments were received, including:

Good Service – Quick and Efficient

The Registrar Michelle was lovely

Excellent service - everything explained clearly

Great service!! Thanks for the empathy and compassion shown

Excellent, speedy & friendly & efficient Service :-)

Thank You. All staff very friendly and welcoming

Very quick and polite, made us feel at ease.

Thank you for making our day so special.

Everyone was very kind and we weren't kept waiting before our appointment (Heart emoji)

You are all very efficient and offer an excellent service.

The registrars were lovely - Thank you

The service received no formal complaints during this reporting period