

West Lothian Council – Registration Services Civil Marriage Customer Survey Response Analysis 2008

Customers who had a Civil Ceremony were asked - What did you think of the ceremony?

Customer Comments

- Everything was perfect
- The ceremony was so relaxing and friendly for everyone
- Staff were very helpful
- Our wedding ceremony was made to feel special, thank you all
- Registrar guided us through the service
- A bit formal at the legal bits
- The Registrar was very pleasant, she explained everything
- The Registrar was welcoming, explaining things clearly and made us feel relaxed, just brilliant
- The ceremony was perfect, a wonderful start to a wonderful day
- We couldn't have asked for anything better
- Very relaxed yet professional and personal
- The Registrar made the ceremony warm and comfortable
- Guests thought the ceremony was terrific
- A well balanced ceremony, solemn, personal and informal
- The Registrar took time to explain the procedures, very professional with a bit of humour
- Everyone enjoyed the ceremony

Customers who had a Civil Ceremony were asked - Would you recommend the venue for a Civil Ceremony?

Customer Comments - Bathgate & Livingston Registration Office

- Nice back garden for photographs
- Nice surroundings, very welcoming staff and helpful
- Staff very helpful and friendly to deal with
- We found everything to be friendly and welcoming. All guests commented on the lovely service, the staff couldn't do enough to make us feel relaxed
- We had a very enjoyable service, thank you all
- Friendly atmosphere, the staff were excellent
- We felt special on our wedding day

Jim Lambert
Chief Registrar