

Procedure for handling queries on responses to Questionnaire 2

1. Where a question had been answered incorrectly e.g. using ticks where a numeric order was required, and vice versa, or ticking more boxes than required, the respondent was contacted to obtain clarification.
2. If an email address was provided this method of communication was used with a standard format (example below) and a copy of the question or questions concerned attached to the email.

Dear ...

Thank you so much for taking the time to complete the questionnaire. Your answers and comments are important and will all be taken into account when preparing the Plan.

We have however encountered a slight problem with many people's responses to Question 6 in that more than one box has been ticked. We appreciate it is difficult to select just one but to produce a fair analysis of opinion could we ask you to please advise your ONE choice.

A copy of the question is attached and you can either reply to this email advising your choice or you can 'phone the number below and, if necessary, leave a message with your name and/or questionnaire number and your response. Of course you could also print a copy, tick the relevant box, mark the sheet with your name and/or questionnaire number and place in your local collecting box at the Post Office in Portscatho, Veryan or St Mawes or at Harris' garage at Bessy Beneath.

To enable us to complete the analysis of responses to the questionnaire we would appreciate your reply before 31st January 2014

Thank you in anticipation

Sue Wagstaff
Assistant secretary
01872 501970

Total emails sent: 181

Responses received: 96

3. Where no email address had been provided a letter was sent to the respondent attaching a copy of the question(s) concerned. Example attached.

Total letters sent: 91

Responses received: 47

4. Any comments included in the responses were added to the individual Data Input Form and to the appropriate lists

S Wagstaff 21/03/14

THE ROSELAND PLAN

OUR ROSELAND - OUR FUTURE

13th January 2014

Dear ...

The Roseland Plan Questionnaire (Number ...)

Thank you so much for taking the time to complete the questionnaire. Your answers and comments are important and will all be taken into account when preparing the Plan.

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Thank you in anticipation

Sue Wagstaff
Assistant secretary
01872 501970

Email: sue_wagstaff@hotmail.com

