



Planning Appeals
Commission



Water Appeals
Commission

Planning & Water Appeals Commissions Online Services questionnaire

In September 2022, the Commission introduced a new IT system and customer portal with the aim of providing both an effective electronic case and communications management system and an enhanced online appeal service.

As part of our continuing efforts to provide a quality service, the Planning Appeals Commission is now inviting anyone who has used the portal or the appeals search facility on our website to complete a short questionnaire about their experience.

We want to know what is working well, what has worked less well and how customers would like to see the service to be improved in the future.

You may not have experience in every area below, however, we would appreciate if you could answer all the questions that apply to your experience. Please feel free to append additional information to your response.

We would be very grateful if you could return your completed response to info@pacni.gov.uk by **Friday 17th November 2023**.

1. Please complete the following statement: I have used the PAC online portal as:

- An appellant
- An agent
- A member of a local authority
- Other

If 'other' please specify:

2. What have you used the online portal for? (please select all that apply)

- Make an appeal as an appellant on your own behalf
- Submit a case on behalf of other people as an agent
- Pay appeal fees and deemed fees by card when submitting an appeal
- View your pending and submitted case form(s)
- View the status of your case(s)
- Other

If 'other' please specify:

3. How easy did you find it to use the portal

	Very difficult	Difficult	Neutral	Easy	Very Easy
Make an appeal as an appellant on your own behalf					
Submit a case on behalf of other people as an agent					
Pay appeal fees and deemed fees by card when submitting an appeal					
View your pending and submitted case form(s)					
View the status of your case(s)					
Other (as specified above)					

Please provide any further comments you have in relation to your answer(s) above.

The PAC website holds details of past appeal decisions, appeals recently received and hearing and site visit details

4. How easy did you find it to search the website

	Very difficult	Difficult	Neutral	Easy	Very Easy
Search for past appeal decisions					
View appeals received					
Find details of hearings and site visits					

Please provide any further comments you have in relation to your answer(s) above.

The PAC would like to hear your views on what online services you would like to see in future or how the current online services may be improved. Your views will help inform any future development of our systems. Please provide any further comments you may have below.

Please return your completed response to info@pacni.gov.uk by **Friday 17th November 2023**.

Thank you for participating in this process.

** The details you provide will be used for the purposes of the Commission's stakeholder engagement process. Your data will be treated confidentially and in accordance with the GDPR.*