

Customer Feed Back Form

We are continually trying to improve our customer services. Please can you complete the few questions below, your comments and suggestions will be used to improve our services.

We respect your rights to keep your comments and suggestions confidential

Company:..... Name:.....

Contact Details (Tel No, Email address)

Project: Date:

Performance Rating				
Dissatisfied		Satisfied	Very Satisfied	
1	2	3	4	5

1. Did we effectively communicate throughout the project?
2. Were our members of staff friendly and polite?
3. Were your queries answered promptly?
4. Was our final services well documented at the level you required?
5. Did you find our prices satisfactory, in line with market rates?
6. Were all services available, when you required them?
7. Was our service delivered to suit your programme?

Yes No

Are there any services that we currently do not offer that you would find useful?

If yes please can you describe:

Yes No

Would you use our services again?

Yes No

Would you refer us to a colleague?

Thank you for taking the time to complete this form.

Please return form to: