

CUSTOMER FEEDBACK QUESTIONNAIRE

**COMMENTS... COMPLIMENTS... COMPLAINTS...
IF YOU HAVE COMMENTS, COMPLIMENTS OR EVEN COMPLAINTS PLEASE LET US KNOW!**

We are always looking for feedback on our services in order that we can improve what we do and ensure that we are constantly reviewing our quality of service. If we could take five minutes of your time in filling out this feedback questionnaire (whether your comments are good or bad) as it will tell us when we are doing things right and importantly when and what we are doing wrong so that we can improve.

Name: Company Name: Date:

Which employee dealt with your project?

FEEDBACK QUESTIONNAIRE

	Bad		Av g	Good	
How would you rate our service in terms of;	1	2	3	4	5
Cost?					
Time?					
Quality?					
Creativeness of ideas?					

	1	2	3	4	5
How would you rate the engineer dealing with your request in terms of;					
Efficiency at dealing with your requests?					
Clarity of verbal communication?					
Clarity of written communication?					
Understanding of project and scaffolding/equipment used?					
Willingness to go the extra mile?					
Attitude towards yourself / your company?					
Overall service?					

- In general, we were;
- | | |
|---|---|
| Rude <input type="radio"/> | Polite <input type="radio"/> |
| Hard to understand <input type="radio"/> | Easy to understand <input type="radio"/> |
| Helpful <input type="radio"/> | Unhelpful <input type="radio"/> |
| Professional <input type="radio"/> | Unprofessional <input type="radio"/> |

Comments;

If you would like to leave any comments or suggestions we will strive to take all comments on board and endeavor to incorporate these into our service to you. Your feedback is much appreciated. Email: ryan.berry@creator-scaffolddesigns.co.uk with any feedback.

Thank you for your Custom!