

CUSTOMER SATISFACTION QUESTIONNAIRE

We have recently carried out repairs at your property. As a valued customer we welcome your comments on the standard of service we provide. Your opinions are important to us and will assist us to maintain and where necessary improve our standards of service.

I would be grateful if you would take your time to complete this questionnaire and return it. All your comments will be treated in confidence and will be considered carefully.

Please indicate below how you feel about each of the statements on the following scale:

5 = Excellent	4 = Very good	3 = Quite good	2 = Quite poor	1 = Very poor
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Feel free to add comments and leave blank any item you cannot or do not wish to answer:

<u>How would you rate</u>	5	4	3	2	1
The speed with which FSH responded to your needs, from date of survey to completion.					
The accuracy of interpretation of your requirements					
The contact we maintained with you during the work					
The attitude of our staff with whom you had contact					
The standard of the work we carried out for you					
The speed of working					
Your overall satisfaction with the service we provided					

Please tick across one box to indicate how likely you are to use our services in the future	Highly	Probably	Possible	Not Likely
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What do you feel is the best aspect of the service we provide?

What one aspect of our service should we strive to improve above all others?

Please use this space to make any other comments:

Signed:.....

Date:.....

Thank you for taking the time to complete this questionnaire.