



FIRST FLOOR | 13-17 HIGH BEECH ROAD | LOUGHTON | ESSEX | IG10 4BN

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### CONSUMER SATISFACTION SURVEY REPORT

|                                   |                               |                     |
|-----------------------------------|-------------------------------|---------------------|
| <b>SITE/VENUE NAME</b>            | <b>PERSON COMPLETING FORM</b> | <b>DATE</b>         |
| <b>INFINITAS OFFICE USE ONLY:</b> | <b>SURVEY CONDUCTED BY:</b>   | <b>REVIEW DATE:</b> |

As part of our efforts to maintain a high quality of service to the consumers of our service we ask you to complete the following questions. This will not only help us to improve our service to you, but will also give you the opportunity to let us know what you would like to see improved or changed.

The information you give us will be treated in the strictest confidence. We adhere to the Data Protection Act 1998.

|   | <b>Rating: 1 = Poor, 5 = Excellent</b> |                          |                          |                          |                          |
|---|--|--------------------------|--------------------------|--------------------------|--------------------------|
|   | <b>1</b>                               | <b>2</b>                 | <b>3</b>                 | <b>4</b>                 | <b>5</b>                 |
| 1. Is the site Security Team welcoming to you and other Customers?                    | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. How would you rate the personal presentation standards of the Security Team?       | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Does the Security Team appear alert to the surroundings?                           | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. How would you rate the professionalism of the Security Team?                       | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. If you have requested help or information from our Staff, how have they responded? | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Does having our Security Staff on site make you feel safer?                        | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. How would you rate the support you receive from our office Staff?                  | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Do you have any suggestions on how we can improve our services to you?**

**Please add any further comments below:**

**Signed:** ..... **Print Name:**

**Position:**