



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

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## CUSTOMER SATISFACTION SURVEY REPORT

**CUSTOMER:**

**CONTACT NAME:**

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.

**For office use:**

SURVEY CONDUCTED BY	DATE OF SURVEY	REVIEW DATE
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**Rating: 1 = Not at all, 5 = Extremely**

	1	2	3	4	5
1. How satisfied are you with our adherence to site assignment instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. How satisfied are you with our speed of response?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. How satisfied are you with our cooperation with your Organisation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. How satisfied are you with the management of our Operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How satisfied are you with the level of communication of our office, including Senior Management?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Overall, are you satisfied with the service we provide to you?	<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?**

**Do you have any suggestions on how our Senior Managers can improve their leadership skills?**

**Please add any further comments below:**

**Signed:**

**Print Name:**

**Position:**