



Date: / /

Client Name:

Our Communications:

How quickly do we respond to your queries?

Fast Response	Slow Response	No Response

What do you think of our communication?

Very Helpful	Acceptable	Unhelpful

Our Service:

Is our service fit for purpose?

Excellent service every time	Occasional problems	Frequent problems	Unfit for purpose

What do you like about our service?

Informative	Speed of service	Reliability	Helpfulness
Approachability	Price	Other	State:

What do you dislike about our service?

Informative	Speed of service	Reliability	Helpfulness
Approachability	Price	Other	State:

Rate Us:

How Would You Rate Us?

Very Bad								Very Good	
1	2	3	4	5	6	7	8	9	10

Any comments and suggestions to help us to improve our service?