



D.L.CREASE LTD

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Customer Feedback Form

The D L Crease Ltd. Priority is to ensure that our customers get the best possible service and are extremely satisfied with the work we undertake. We would be grateful if you could spare a moment and tell us how you think we performed when carrying out the work for you by providing the information requested below.

(Note: The form can be completed online at www.dlcrease.co.uk/feedback)

	Very satisfied	Satisfied	Neutral	Un-satisfied	Very unsatisfied
<i>Initial contact and company response to your requests</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Work Timescales</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Quality of the work</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Level of care, attention and cleanliness of the workplace.</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Helpfulness and friendliness of our staff</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Information given and product support provided</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there any further information you would like to add to expand on the ratings in the above Table?

Is there anyway in which we can improve the service that we provided?

How likely is it that you would recommend our services to other potential customers?	Definitely	Probably	Don't Know	Probably Not	Never
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Name (Optional):

Thank-you for your information. Please mail to D L Crease in the envelope provided or hand it to a member of our staff.