



## Customer Service Questionnaire

As part of our commitment to continual improvement, we value your feedback on the service we have provided to you. We would be grateful if you would complete this questionnaire on your experience of our services.

Name

Property

Please score each aspect of our service using the matrix below.

- Overall rate of service you received  Excellent  Good  Satisfactory  Poor  Very Poor
- Being there when you needed to contact us  Excellent  Good  Satisfactory  Poor  Very Poor
- Providing clear advice in our reports  Excellent  Good  Satisfactory  Poor  Very Poor
- Responding to your questions quickly and effectively  Excellent  Good  Satisfactory  Poor  Very Poor
- Being quick and effective in resolving problems  Excellent  Good  Satisfactory  Poor  Very Poor

What could we do better?

A large, empty rectangular box with a thin black border, intended for handwritten or typed responses to the question above.

Thank you for helping us to provide a better service.