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Client Satisfaction Survey

HOW HAVE WE DONE?

We take pride in the service that we provide to clients and appreciate the feedback received from them. To ensure we continue to provide an excellent service, or learn how we might improve on what we do, we need to know about your experience in using our services.

We'd really appreciate you sparing a couple minutes to give us your honest opinion and answer the questions below.

SATISFACTION QUESTIONNAIRE

Please answer the questions below scoring your experience/satisfaction with the service provided out of 5, with 5 being the highest or most satisfied, and 1 being the lowest or least satisfied.

	Lowest					Highest				
How satisfied were you overall with our service?	1	2	3	4	5	1	2	3	4	5
How satisfied were you with our communications and response to queries?	1	2	3	4	5	1	2	3	4	5
How satisfied were you with our advice in relation to your needs?	1	2	3	4	5	1	2	3	4	5
How satisfied were you that everything was clearly explained?	1	2	3	4	5	1	2	3	4	5
How likely are you to use our services again in the future?	1	2	3	4	5	1	2	3	4	5
How likely are you to recommend our services to others?	1	2	3	4	5	1	2	3	4	5

Do you have any suggestions or comments on anything we can improve on?

If you wish to leave a comment on the service provided please do so below:

Please be assured that your feedback will be dealt with in the strictest confidence.

We may use a selection of client comments on our website but we will never identify clients by their full name, only by first name or initials and approximate location (e.g. town or county).

Please tick this box if you give your consent for us to use your comments on our website.

Thank you for taking the time to complete and return this questionnaire.

Your Name: _____ Your Postcode: _____

Your Email: _____

