CUSTOMER SATISFACTION FORM (SES/DOC/017)

SES is committed to improving the level of service provided to our customers. Please help us to improve by completing the survey form – all comments are welcomed. Please complete and return either by fax to 01279 873 381 or post.
By completing and returning this form, you will automatically be entered into our Prize Draw where you could win £50 in vouchers.

Job Reference:	

Service Aspect	Satisfaction with SES Performance (Please tick as appropriate)			
	Poor	Acceptable	Good	Comments
General				
How would you assess your perception of the competence and professionalism of SES?				
How do you think we handled your enquiry?				
Did our proposal reflect the work you needed us to do, and was it clear to follow?				
How would you measure our ability to meet your requirements?				
To what extent does our overall service provide value for money?				
Was work completed to meet your programme requirements?				
Testing (if applicable)				
Were the requirements for testing made clear to you before our Consultant(s) arrived on site?				
Did our Consultant(s) adhere to your companies and SES's health and safety procedures?				
Was testing undertaken in a professional manner?				
Were Consultant(s) courteous and helpful?				
Reporting				
Did the content and presentation of our report meet with your requirements/expectations?				
Did you find the report concise and easy to understand?				
Did you find the report suitable for submission to third parties (if required)?				
Was the time scale for the issue of your report satisfactory?				
Feedback				
Would you use SES in the future?	Yes ☐		No ☐	

If you answered NO, please detail reason:

Additional Comments:

Company:

Completed By:	**Date:**	**Telephone:**

Please provide details of others who may be interested in our services

Thank you

*If scores of less than good, we would be grateful for your comments, so that we can ensure to improve in these areas where possible.