



**West Coast Thermal Limited  
Client Feedback Form  
completed project**

Ref No:	WCT SP-A-37
Issue No:	1
Version:	1
Date of review	18/03/2021

West Coast Thermal Ltd are committed to meeting our clients' expectations in all aspects of our service and this is something we monitor and measure on an ongoing basis in order that we can continuously improve.

We would be most grateful if you could take a few minutes to complete this form and return it back to us.

Thank you

Barry Graham  
Director

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What service/s did you ask us to provide?

Asbestos testing and removal

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Do you feel we understood your requirements? Yes/No (if 'no' please explain)

Yes, absolutely. I had three quotes and your team was the only one which approached the job calmly and professionally, the other two companies that quoted treated me like an idiot that hadn't heard of asbestos when they came to survey. Lots of drama and annoying exaggeration about the situation. This was so different for your team who were therefore the only ones we wanted to work with, and your quote was competitive. Incidentally I been advised through the grapevine that you would be much more expensive than competitors, but that wasn't the case.

Your removal team were competent and friendly, they told me ours was a nicer job than some they've done, in terms of ease of access and site conditions, which was pleasing to hear, and they fitted in well with other contractors who were working elsewhere on site at the same time, which was important to me as site and project manager.

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Did you feel listened to? Yes/No (if 'no' please explain)

Yes, absolutely

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On a scale of 1 to 10, where 1 is poor and 10 is excellent, how do you rate the following (please circle your response):

- The manner in which your initial enquiry was handled  
10
- Any communications with our staff by telephone?  
10



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- Any communications with our staff by email?

10

Using the given scale, how satisfied were you with (please circle your response)

The quality of any verbal feedback provided

Exceeded expectations

The quality of any written feedback provided

Exceeded expectations

The quality of our service provided

Exceeded expectations

Overall, how satisfied are you with West Coast Thermal Ltd?

Exceeded expectations

Did we help you achieve your objective? Yes/No (if 'no' please explain)

Yes-----  
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Would you use West Coast Thermal Ltd again? Yes/No (if 'no' please explain)

Definitely-----  
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Would you recommend West Coast Thermal Ltd to others? Yes/No (if 'no' please explain)

I already have  
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Do you feel our service represented value for money? Yes/No (if 'no' please explain)

Yes-----  
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Are there any other comments you wish to make either positive or negative?

I was very happy to have chosen you over two other asbestos removal companies that quoted.  
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**Company Name** ALHAMBRA CINEMA KESWICK

**Name of person completing this form.** JONATHAN MOORE

**Role in the organisation** CO-OWNER

**Date.** 24<sup>TH</sup> APRIL 2021

West Coast Thermal Ltd may wish to use any comments from this form for marketing purposes.

Please indicate your consent for us to do so: Yes/No (Please circle your response)

Thank you