



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

Ref No:	WCT SP-A-37b
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 like to know **"how are we doing?"**

With this in mind 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

What service/s have you asked us to provide?

Asbestos Remediation Works

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

Yes, perfectly, a very professional organisation

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

Yes, all staff I have spoken to are professional and courteous

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
1 2 3 4 5 6 7 8 9 10
- Any communications with our staff by telephone?
1 2 3 4 5 6 7 8 9 10
- Any communications with our staff by email?
1 2 3 4 5 6 7 8 9 10

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

The quality of any verbal feedback provided

Completely dissatisfied Partially satisfied Satisfied Exceeded expectations

The quality of any written feedback provided

Completely dissatisfied Partially satisfied Satisfied Exceeded expectations



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The quality of the work we are doing

Completely dissatisfied Partially satisfied Satisfied Exceeded expectations

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

Completely dissatisfied Partially satisfied Satisfied Exceeded expectations

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

Yes, prompt and on time with every job

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

Yes, no fuss, works always carried out as requested

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

West Coast Thermal always deliver what they say they will, when they say they will and go out of their way to help us out when we need them. I have never had a problem with any works they have carried out for us.

Castles and Coasts Services

Phil Ward

Void Supervisor

23.04.2021

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