



**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

The quality of our service provided?

Completely dissatisfied Partially satisfied Satisfied Exceeded expectations

Overall how satisfied are you with West Coast Thermal Ltd?

Completely dissatisfied Partially satisfied Satisfied Exceeded expectations

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

YES

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

YES

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

YES

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

YES

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

A VERY KNOWLEDGEABLE, 100% RELIABLE AND ALWAYS PROVIDING
A TOP CLASS SERVICE

Company Name STOBPARTS LTD

Name of person completing this form SAMIE BEAUMONT

Role in the organisation HSEQ MANAGER

Date 23/3/2021

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



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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.

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 did you ask us to provide?

ASBESTO R+D SURVEY TO 3 BUILDINGS + NON LICENCED ASBESTOS
REMOVAL

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

YES

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

YES

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 were 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**