

Butlers Barn
Holborn Grange
Weston Road
Upton Grey RG25 2RH
Telephone: (01256) 861395
Fax: (01256) 861396
E-Mail: enquiries@cpmltd.org.uk

Main Contractor: **Dean & Dyball**
Project Name: **Project Nelson (Embley Park School)**
Completed by: **K.Valentine**
Contact Tel No: **01425 470000**

Customer Satisfaction Form

As a valued customer of CPM Ltd, it would be of tremendous benefit to us if you could complete this form to provide a little feedback as to your opinion of our company and the service you have received. This is particularly important to us, as your feedback will enable us to identify any areas that may need improvement.

To further assist us in improving our service to you in the future, we would be very interested to learn of any future projects that may require our services.

Please complete this form and either post it to the address above or fax it to us on (01256) 861396.

We appreciate your time and look forward to hearing from you.

Please rate our service by marking the relevant box, 1 being Poor, 5 being Excellent.

	1	2	3	4	5
Original Enquiry					
Was our quotation/proposal received on time?				X	
How competitive was our price?				X	
Was quotation detailed enough?				X	
Project Management					
How well was the project managed overall?			X		
Were our tradesmen courteous and helpful?			X		
Were all tradesmen well presented?				X	
How do you rate communication with our company throughout the project duration?			X		
Quality of Product/Service					
How well do you rate the quality of finish?			X		
Was the quality of products used to your satisfaction?			X		
Was the job completed as per your specification?			X		
Health & Safety					
Did tradesmen wear correct PPE?			X		
Did tradesmen use the correct tools/plant for the project?				X	
Were all site Health & Safety regulations adhered to?				X	
Overall Opinion					
Overall rating on service received		X			
Would you be happy to use our services again?			X		

