



CROWTHORNE PROPERTY MAINTENANCE LTD

Butlers Barn  
 Holborn Grange  
 Weston Road  
 Upton Grey  
 Hants RG25 2RH

Main Contractor: Wates Construction  
 Project Name: St Peters School, Bournemouth  
 Completed by: Steve Peddle  
 Contact Tel No: 01256 301759

Tel: 01256-861395  
 Fax: 01256-861396  
 enquiries@cpmltd.org.uk

**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. 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 value your honesty.

Please rate our service by marking the relevant box, 1 being Poor, 4 being Excellent.

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

