

Client Feedback Form

In order to monitor and improve the services we provide we would appreciate your feedback on our performance. Please complete this questionnaire and return to Shield Services Group. Alternatively, an electronic copy can be completed online at www.shieldservicesgroup.co.uk

Date:					Project No:			
Contracts Manager:					Branch:			
Client:					Contact:			
Site:								
Works:								
Division:	Asbestos Removal ☐	Scaffolding ☐	Insulation ☐	Fire and Security ☐	M&E ☐	Demolition ☐	Flooring ☐	Marine ☐

We would appreciate your feedback on the following areas. Please score each appropriately using the following scale.

1 = Very Poor

2 = Poor

3 = Average

4 = Good

5 = Excellent

<i>Please State How Satisfied You Were In The Following:</i>	1	2	3	4	5	N/A
Overall Quality of Work	☐	☐	☐	☐	☐	☐
Standard of Written Communications	☐	☐	☐	☐	☐	☐
Standard of Verbal Communications	☐	☐	☐	☐	☐	☐
Overall Project Timeframe of Our Work	☐	☐	☐	☐	☐	☐
Site Based Staff's Level of Time keeping	☐	☐	☐	☐	☐	☐
General Standard of Site Tidiness / Cleanliness	☐	☐	☐	☐	☐	☐
Site Based Staff's Cooperativeness (i.e. Helpful, informative, courteous)	☐	☐	☐	☐	☐	☐
How Well Was Your Initial Enquiry Dealt With	☐	☐	☐	☐	☐	☐
Overall Quality of our Service	☐	☐	☐	☐	☐	☐

Would you use Shield again? Yes ☐ No ☐ Would You recommend Shield? Yes ☐ No ☐

Additional Comments	
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If you would like to give a more detailed report on our services, positive or negative, please do not hesitate in contacting us, all comments can be emailed to feedback@shieldservicesgroup.com. Your opinion is important to us.

Thank you for your time.

SHIELD SERVICES GROUP LTD