



Customer satisfaction survey

How did we do?

Contractor name:

Address where works carried out:

Date of visit:

Company registration number:

We are registered with the Considerate Constructors Scheme which means we abide by a Code of Considerate Practice. The Code of Considerate Practice commits those companies registered with the Scheme to care about appearance, respect the community, protect the environment, care about safety and value the workforce. We would appreciate a moment of your time to tell us what you thought of our service and how we may improve.

The questionnaire will take a few minutes to complete.

We have taken care to minimise our impact on the neighbourhood. How did we perform as neighbours compared to your expectations?

Your views on our performance Better than expected As expected Worse than expected

How satisfied are you with the following aspects of our service, on a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied. Please circle the number corresponding to your views.

	Very dissatisfied					Very satisfied				
Contractor's time keeping	1	2	3	4	5	6	7	8	9	10
Courteousness	1	2	3	4	5	6	7	8	9	10
Flexibility to accommodate your needs	1	2	3	4	5	6	7	8	9	10
Contractor's appearance	1	2	3	4	5	6	7	8	9	10
Property left in satisfactory condition (clean and tidy)	1	2	3	4	5	6	7	8	9	10
Quality of the work carried out	1	2	3	4	5	6	7	8	9	10
Completion in a reasonable time	1	2	3	4	5	6	7	8	9	10
Value for money	1	2	3	4	5	6	7	8	9	10
Overall, how satisfied are you with the service you received?	1	2	3	4	5	6	7	8	9	10

Was the work completed to you expectations? Yes No

Continued overleaf

Overall, what did we do particularly well?

Empty text area for providing feedback on what was done well.

Were you aware that our company is registered with the Considerate Constructors Scheme?

When you appointed us

Not aware



If you contacted us about our project, how happy were you with the response?

	Very unhappy					Very happy				
Response to your query	1	2	3	4	5	6	7	8	9	10

Do you have any other comments you would like to make about the service you received from us or any suggestions for improvement?

Large empty text area for providing additional comments or suggestions.

Thank you for your time. This will help us to improve the service we offer.

Please return this questionnaire to us by hand or in a pre-paid envelope if provided.