



CREH ANALYTICAL LTD.

CUSTOMER FEEDBACK FORM

Here at CREH *Analytical* Ltd. we are keen to consistently improve on the service we provide and always appreciate customer feedback.

If you have the time and are willing, please complete the 6 tick-box questions below and provide any additional comments you have.

PLEASE COMPLETE THE QUESTIONS BELOW AND EMAIL BACK TO US AT:

carol.francis@creh.org.uk or; cheryl.davies@creh.org.uk

SIMPLY INDICATE YOUR RESPONSE BY TICKING OR PLACING A “Y” IN THE BOX YOU FEEL MOST REPRESENTS YOUR RESPONSE.

We would also appreciate more detail if you have time to fill in the comments box below each response. This will enable us to improve our service to you and our other customers.

In anticipation, thank you for taking the time to fill in this questionnaire. If we can be of any further assistance, please do not hesitate to get back to us.

Thank you from all of us here at CREH Analytical and from me,

**Carol Francis
Laboratory Manager
CREH *Analytical* Ltd**

CUSTOMER FEEDBACK FROM: **Insert your name/company here.**

1 HOW EASY WAS IT TO CONTACT US ; DID YOU GET ALL THE INFORMATION YOU REQUIRED?

1-Excellent	2-Good	3-Average	4-Poor	5-Very Poor
Additional Comments:				

2 HOW DO YOU RATE OUR CUSTOMER/POINT OF CONTACT SERVICE?

1-Excellent	2-Good	3-Average	4-Poor	5-Very Poor
Additional Comments:				

3 HOW DO YOU RATE OUR ABILITY TO REPORT RESULTS CORRECTLY AND ON TIME?

1-Excellent	2-Good	3-Average	4-Poor	5-Very Poor
Additional Comments:				

4 HOW DO YOU RATE OUR TEST REPORTS FOR ACCURACY AND PRESENTATION OF RESULTS?

1-Excellent	2-Good	3-Average	4-Poor	5-Very Poor
Additional Comments:				

5 HOW DID YOU RATE THE ACCURACY OF ANY INFORMATION WE MAY HAVE GIVEN YOU ON YOUR TEST RESULTS OR OTHER AREAS OF ENQUIRY?

1-Excellent	2-Good	3-Average	4-Poor	5-Very Poor
Additional Comments:				

6 OVERALL, HOW DO YOU RATE THE SERVICE RECEIVED FROM CREH ANALYTICAL LTD?

1-Excellent	2-Good	3-Average	4-Poor	5-Very Poor
Additional Comments:				

IF YOU HAVE ANY OTHER SUGGESTIONS FOR WAYS WE COULD IMPROVE OUR SERVICE, PLEASE FEEL FREE TO SEND THEM TO US.