Customer Satisfaction Survey Form

COMPANY NAME

COMPANY TELEPHONE NUMBER

We are dedicated to offering the highest standard of customer service – please let us know your thoughts on our service.



As a member of the British Healthcare Trades Association (BHTA), we commit to its Chartered Trading Standards Approved (CTSI) Code of Practice.

This sets strict requirements on us to offer consumer service that goes above and beyond our legal obligations, and is closely monitored by both the BHTA and CTSI.

In particular:

- We will never cold call
- We will never pressure sell
- We will protect all customer prepayments and deposits
- We will encourage you to have an advisor present at any home visits
- We will give you information you need clearly in writing

If you are unhappy with any aspect of the product or service you have received, please talk to us on the telephone number above and we'll do our best to put it right.

If we are unable to resolve the issue to your satisfaction, then you can contact the BHTA. It offers a free, fair and impartial complaints mediation service to assist consumers – visit www.bhta.com for more information.

You can contact the BHTA at complaints@bhta.com or on 020 7702 2141.

We take pride in our commitment to offering exceptional customer service service and would like to know how are doing – so would the BHTA.

Please help us offer an even better service in the future by answering the short, three-question survey on the reverse side of this form. The BHTA collates our customers' feedback and lets us know how we are performing. Any comment you make is anonymised as well.

Three ways to complete and return to BHTA

1. **Complete and return to us:** Fill out the form overleaf, return it to us, and we will email a scan/photo of the form to BHTA.
2. **Complete, scan and email to BHTA:** Fill out the form overleaf, scan or photograph the form, email the scan/photo directly to info@bhta.com.
3. **Download, complete and email to BHTA:** Visit www.bhta.com/customer-service-feedback-form, download the form as an editable PDF, fill it in (make sure to include our company details in the box at the top of page 1), save your changes, and email the PDF to info@bhta.com.

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1. What product and/or service did you buy?

2. Please rate us in the following areas:

	Very good	Good	Okay	Poor	Not applicable
The overall quality of the product/service you bought					
Our staff's product knowledge					
The clarity and simplicity of our paperwork					
The clarity and simplicity of our terms & conditions as explained to you					
The length of time taken to serve you/place your order					
Our staff's general courtesy and helpfulness					
The overall quality of service you received					

3. Was there someone particularly helpful?

If so, please complete the details below:

EMPLOYEE(S) NAME

REASON

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Thank you for your views, which will help us do even better in the future.