**Customer Satisfaction Feedback Form**

At EcoNorth, we welcome any feedback which can help us to improve our services, for the benefit of our current and future customers.

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| --- | --- | --- | --- | --- | --- |
| **How did you hear about EcoNorth?** | **EcoNorth Website** | **Word of Mouth** | **Search Engine**  | **Social Media** | **Other**  |
| Please tick all the relevant boxes |  |  |  |  |  |

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| **How did you rate your Project Manager / Team on the following?** | **Very Satisfactory** | **Satisfactory** | **Neutral** | **Unsatisfactory** | **Very Unsatisfactory**  |
| The professional manner with which you were treated |  |  |  |  |  |
| Their ability to listen, understand and answer your questions  |  |  |  |  |  |
| Their knowledge of the services provided by EcoNorth |  |  |  |  |  |
| Their explanation of the work to be conducted for your project |  |  |  |  |  |
| Their explanation of the costs involved and the invoicing process  |  |  |  |  |  |
| Their provision of regular progress reports  |  |  |  |  |  |

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| **How did you rate EcoNorth’s services on the following?** | **Very Satisfactory** | **Satisfactory** | **Neutral** | **Unsatisfactory** | **Very Unsatisfactory**  |
| Our services met your project specifications and quality requirements |  |  |  |  |  |
| Our service pricing was competitive and worthy of the quality delivered |  |  |  |  |  |
| Our services were provided within the agreed budget and timeframe |  |  |  |  |  |
| Appointing EcoNorth added value to your project |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- |
| **How likely is it that you will recommend EcoNorth to others?** | **Very Likely** | **Likely** | **Neutral** | **Unlikely** | **Very Unlikely** |
| Please tick the most relevant box |  |  |  |  |  |

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| --- |
| **Do you have any other comments?** |
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Please return your completed form by email to sandi.davison@econorth.co.uk or by post to Sandi Davison, EcoNorth Ltd, 11 Enterprise Court, Crosland Park, Cramlington, Northumberland, NE23 1LZ.