

# Satisfaction Note



Claim Reference: 75857

Policy Holder: Mr Jones

Address: [REDACTED]

Post Code: [REDACTED]

In order to evaluate and improve our service, could you please complete the section below by adding the applicable number to the boxes.

5 – Very Pleased 4 – Pleased 3 – Satisfied 2 – Dissatisfied 1 – Very Dissatisfied

## Our Staff

	Attitude towards your needs.	Availability of contact	Overall Opinion	Comments
Management Staff	4	5	4/5	TEXTING ME AT WORK WOULD HELP. N50
Site Staff	5	N/A	5	USED MANAGEMENT FOR CONTACT.

## Our Company

	Rating	Comments
Quality of work	4	GOOD TRADESMEN
Confidence in the work being undertaken correctly	5	DECORATOR EXCELLENT
Cleanliness of site throughout renovation	4	DUST. THROUGH HOUSE. DIFFICULT TO STOP.
Overall opinion	4/5	GOOD STANDARD OF WORK.

If you were pleased with any particular individual please advise their name: STEVE (PAINTER)

Can we use your comments for marketing purposes? YES/~~NO~~ (Please Delete)

If you have any other comments or suggestions for improvements, please provide in the space below;

Signed: [REDACTED] Date 16-11-11