



It is said that...

"you are only as good as your last job"

**We say we are as good as our last
200+**

**This Update may look very similar to that issue last year. It is.....
because nothing has changed! Structured Designs is STILL
proud to have achieved maximum (5/5) scores for all aspects on
Customer Satisfaction Sign-Off Forms for our last 2 years and
200+ jobs.**



How have we achieved this?

At Structured Designs we do not strive towards top customer satisfaction, it is an expectation. Both our office and on-site staff work hard to gain Clients' trust to ensure they remain happy with our services from beginning to end.

As you know, this is not always easy! So, we wish to say a 'Big Thank You' to all those members of staff in your organisation who aid us daily to meet our performance standards and 'Get The Job Done'.

Structured Designs has also achieved unblemished client feedback for over 24 months for a major insurance network provider.

We believe such a result is unmatched within our industry and is proof of our high standards of work and customer care.

Client projects include all insurance perils, Storm, EOW, Fire, Impact, Subsidence and Private & Council work including extensions & disability conversion work. £1K to £100K. Client feedback includes jobs where SD has taken over from other contractors who failed to provide acceptable standards.

Satisfaction Note

SD
STRUCTURED
designs

Claim Reference: [REDACTED]
Customer Name: [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				5
Site Staff				5

Our Company

	Rating	Comments
Quality of work		5
Confidence in the work being undertaken correctly		5
Cleanliness of site throughout renovation		5
Overall opinion		5

If you were pleased with any particular individual please advise their name: [REDACTED]

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:
very pleased with everything.
Lovely people; worked very hard.

Signed: [REDACTED] Date: 09-04-2018

5/5

"We felt very little disruption and Kirsten was very polite and kind."

5/5

"Excellent team, great workers, would use again."

5/5

"Chris and his team were efficient, effective and completed the work to an excellent standard. They were polite and listened to our needs throughout the process."

Please call us to discuss your project.

Kind Regards,

Structured Designs

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