

Client Feedback Form



Your feedback is important to us, so that we may seek to improve our services. If you have any comments that you would like to make about the services you have received, please fill in this form and send it back to us using the details below.

Company Name	
Contact Name	
Date Completed	

5 = Very Pleased 4 = Satisfied 3 = Moderately Satisfied 2 = Dissatisfied 1 = Poor

Availability and Service	5	4	3	2	1
1. How satisfied were you with the ease by which you were able to contact us?					
2. How satisfied were you with the staff and the way they handled your query?					
Sales					
1. How satisfied were you with the speed of quotation, accuracy & completeness?					
2. How satisfied are you with the value for money of our services?					
Auditing					
1. How satisfied were you with the technical competences and ability of your evaluator/Auditor?					
2. How satisfied were you with structure and planning of the audit?					
3. How satisfied were you with the questioning technique and interpersonal skills?					
4. How satisfied were you with the evaluators/Auditors awareness of your industry and its technology?					
Reporting & Certificates					
1. How satisfied are you with our speed of reporting?					
2. How satisfied are you with the layout and contents of our reports?					
3. How satisfied are you with the layout and content of our invoices?					
4. How satisfied are you with the content of our certificates?					
5. How satisfied were you with the time taken to issue your certificates?					
Overall					
1. How satisfied are you with us overall?					

Comments or Suggestions
Please add any further comments or suggestions for improvement:

Would you like someone from ACM Limited to contact you to discuss any of the above? Yes / No

Thank you, for using our services and for taking the time to help us to improve.

Please return this form to ACM Limited, The Business Centre, Edward Street, Redditch, Worcestershire, B97 6HA
 Fax: +44 (0) 1527 66946 or you can save the document and email it to info@acmcert.com.