



April – July 2010 Qtr 2

	Base	Date card received	
		Jan - March 2010	April - June 2010
Base	15	9	6
How would you rate the quality of work carried out?			
Very poor	-	-	-
Poor	-	-	-
Good	-	-	-
Very good	15 100%	9 100%	6 100%
How would you rate the level of customer service you received?			
Very poor	-	-	-
Poor	-	-	-
Good	1 7%	-	1 17%
Very good	14 93%	9 100%	5 83%
Did you feel you were charged a fair price?			
Very unfair	-	-	-
Unfair	-	-	-
Fair	-	-	-
Very fair	10 67%	6 67%	4 67%
Would you recommend the business to a friend?			
Yes	15 100%	9 100%	6 100%
No	-	-	-

How to read this table:

The results are given for the first two quarters of 2010. If you joined the scheme during the most recent quarter, the quarter before you became a member will be blank.

The number in red shows the total number of feedback cards we received for your business during this period. The Base row, in green, breaks this down into the number received per quarter. The Base column, in blue, breaks it down by question so you can see the total for each answer to each question. The figures in the body of the table, in black, show the results for each question broken down by quarter.

If you have any queries about how the results are displayed, please contact us.

Comments – Qtr 2:

- Very polite, & courteous worker
- Excellent service and workmanship.
- Very good services.