

Buy With Confidence Customer Feedback for Harvey's Home and Garden Main
 October 2012 – March 2013



	Base	Date card received				
		Jan - Mar 2012	Apr - Jun 2012	Jul - Sep 2012	Oct - Dec 2012	Jan - Mar 2013
Base	15	5	4	3	3	-
How would you rate the quality of work carried out?						
Very poor	-	-	-	-	-	-
Poor	-	-	-	-	-	-
Good	-	-	-	-	-	-
Very good	15 100%	5 100%	4 100%	3 100%	3 100%	-
How would you rate the level of customer service you received?						
Very poor	-	-	-	-	-	-
Poor	-	-	-	-	-	-
Good	-	-	-	-	-	-
Very good	15 100%	5 100%	4 100%	3 100%	3 100%	-
Did you feel you were charged a fair price?						
Very unfair	-	-	-	-	-	-
Unfair	-	-	-	-	-	-
Fair	-	-	-	-	-	-
Very fair	14 93%	4 80%	4 100%	3 100%	3 100%	-
Would you recommend the business to a friend?						
Yes	15 100%	5 100%	4 100%	3 100%	3 100%	-
No	-	-	-	-	-	-

How to read this table:

The results are given for quarters 1 to 4 of 2012 and quarter 1 of 2013. 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

- Brilliant job!! No mess, very pleasant man.
- Extremely pleased with the work carried out.
- Nice chap.
- Highly satisfied.
- Very satisfied.
- Mr Harvey has done two separate jobs for me and I am very satisfied with both.
- Very nice man. Pleasant and very helpful.
- Mr. Harvey is a very pleasant and good worker.
- The workman was very good, clean and tidy. Polite and good worker.
- very clean, very good service
- punctual, reliable, trustworthy, clean, works hard very very happy
- we are very impressed with the service and the work, the way the carpets were protected very professional
- very good indeed