

October 2013-December 2013



Counts Break % Respondents	Total	Date card received -Oct - Dec 2013			
		Jan - Mar 2013	Apr - Jun 2013	Jul - Sep 2013	Oct - Dec 2013
Base	6	2	1	-	3
How would you rate the quality of work carried out?					
Very poor	-	-	-	-	-
Poor	-	-	-	-	-
Good	-	-	-	-	-
Very good	6 100%	2 100%	1 100%	-	3 100%
How would you rate the level of customer service you received?					
Very poor	-	-	-	-	-
Poor	-	-	-	-	-
Good	-	-	-	-	-
Very good	6 100%	2 100%	1 100%	-	3 100%
Did you feel you were charged a fair price?					
Very unfair	-	-	-	-	-
Unfair	-	-	-	-	-
Fair	-	-	-	-	-
Very fair	6 100%	2 100%	1 100%	-	3 100%
Would you recommend the business to a friend?					
Yes	5 83%	2 100%	-	-	3 100%
No	-	-	-	-	-

How to read this table:

The results are given for quarter 4 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:

- we are very impressed with the service and the work, the way the carpets were protected very professional
- very good indeed
- very good
- excellent service job completed Wednesday