|  |  |
| --- | --- |
| [Insert firm logo here] | Customer Satisfaction Survey  example template |

**How did we do?**

Your feedback is important to us. By continually monitoring the level of service we provide to our customers we are able maintain a high standard of customer satisfaction.

Please take a few moments to complete this survey and return by post to: [add firm address here] or email: [add email address here]

**Name(s) *(optional)***

**Case/file reference number *(optional)***

**Our service**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Excellent | Good | **Satisfactory** | Fair | Unsatisfactory |
| **□** | **□** | **□** | **□** | **□** |
| **□** | **□** | **□** | **□** | **□** |
| **□** | **□** | **□** | **□** | **□** |
| **□** | **□** | **□** | **□** | **□** |
| **□** | **□** | **□** | **□** | **□** |

How would you rate the overall service from us?

Were you kept regularly informed about the work we carried out for you?

Were communications informative and easy to understand?

Did we respond to emails and calls promptly?

Information on costs?

**About us**

How did you learn about us?

Existing client □ Recommendation □ Website □ Other (please state) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**What did you like most about the service you received from us?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Do you have any suggestions to help us improve our services?**

Do you know we offer a wide range of other professional services including; [add services here]. If you would like more information, please contact us on [add firm phone number here] or email [add email address here] for more information.

Thank you for completing our survey.