

**CLIENT SATISFACTION  
AND FEEDBACK QUESTIONNAIRE**

**Project Title :** Greenbrook, Chesham, Bury.  
**Works Address**

**Job No. :** P2556  
**Engineer**

**Client :** Pembroke Homes Ltd  
**Address :** Pembroke House, 3 Altrincham Road, Wilmslow, Cheshire, SK9 5ND

**On a scale of 1 to 5 where 1 is "Very Poor / Very Dissatisfied" and 5 is "Very Good / Very Satisfied", please answer the following questions by ticking the box of your choice.**

		1	2	3	4	5
<b>Q1</b>	How satisfied are you with the overall level of service provided by Thomas Consulting ?				✓	
<b>Q2</b>	How satisfied are you with the overall level of information provided by Thomas Consulting ?				✓	
<b>Q3</b>	How satisfied are you with the overall level of presentation of information by Thomas Consulting ?				✓	
<b>Q4</b>	How satisfied are you with the overall progression of the works ?				✓	
<b>Q5</b>	How do you rate Thomas Consulting's overall performance in responding to your queries ?				✓	
<b>Q6</b>	How closely do you feel the design information provided met with your initial brief ?			N/A.		
<b>Q7</b>	Helpfulness of Project Engineer : Engineer's Name <i>GC</i>				✓	
<b>Q8</b>	Helpfulness of Partner : David Wyatt <i>NOT INVOLVED.</i>					
<b>Q9</b>	Helpfulness of other Staff <i>— — —</i>					
<b>Q10</b>	Promptness of dealing with queries			✓		
<b>Q11</b>	Attention to detail				✓	
<b>Q12</b>	Clarity in explaining technical matters				✓	
<b>Q13</b>	Please use the space below to make any comments you may have regarding any aspects of the works undertaken on your property. (Continue on a separate sheet if necessary.)					



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[Empty space for client feedback]

Please sign and date below and return the original form to :  
**David Wyatt, 32 Eaton Avenue, Matrix Park, Buckshaw Village,  
Chorley, PR7 7NA**

( You may wish to retain a photocopy for your own records )

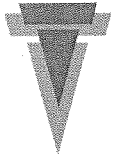
**Signed :**

( Client or Client's representative )

**Date**

**:**

4/4/08



**CLIENT SATISFACTION  
AND FEEDBACK QUESTIONNAIRE**

**Project Title :** Blackpool Old Road, Poulton  
**Works Address**

**Job No. :** P2565  
**Engineer**

**Client :** Thompson Developments  
**Address :** Clifton Road, Marton, Blackpool FY4 4QA

**On a scale of 1 to 5 where 1 is "Very Poor / Very Dissatisfied" and 5 is "Very Good / Very Satisfied", please answer the following questions by ticking the box of your choice.**

		1	2	3	4	5
<b>Q1</b>	How satisfied are you with the overall level of service provided by Thomas Consulting ?					✓
<b>Q2</b>	How satisfied are you with the overall level of information provided by Thomas Consulting ?					✓
<b>Q3</b>	How satisfied are you with the overall level of presentation of information by Thomas Consulting ?					✓
<b>Q4</b>	How satisfied are you with the overall progression of the works ?					✓
<b>Q5</b>	How do you rate Thomas Consulting's overall performance in responding to your queries ?					✓
<b>Q6</b>	How closely do you feel the design information provided met with your initial brief ?					✓
<b>Q7</b>	Helpfulness of Project Engineer : Engineer's Name					✓
<b>Q8</b>	Helpfulness of Partner : David Wyatt					✓
<b>Q9</b>	Helpfulness of other Staff					✓
<b>Q10</b>	Promptness of dealing with queries					✓
<b>Q11</b>	Attention to detail					✓
<b>Q12</b>	Clarity in explaining technical matters					✓
<b>Q13</b>	Please use the space below to make any comments you may have regarding any aspects of the works undertaken on your property. (Continue on a separate sheet if necessary.)					