We would appreciate feedback both positive and negative. This information will be used to assess and make change to our services where deemed necessary and to provide management with facts about the service provided by Victorian Testing and Inspection Services.

**Customer Information**

Company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Contact Nos. PH: \_\_\_\_\_\_\_\_\_\_\_\_\_\_FAX: \_\_\_\_\_\_\_\_\_\_\_\_\_. Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Please rate your level of satisfaction with the following;

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| SERVICE | Very Low | Low | Average | High | Very High |
| Range of services offered |  |  |  |  |  |
| Response time to any inquiry |  |  |  |  |  |
| Report format |  |  |  |  |  |
| Staff communication |  |  |  |  |  |
| Technical assistance |  |  |  |  |  |
| Turnaround time of test results and reports |  |  |  |  |  |
| Accuracy of reports |  |  |  |  |  |
| Pricing |  |  |  |  |  |

We would also appreciate any suggestions that you may have that will add value to you that VTS may be able to provide. Please show a service that you would find valuable in the table below and rate the level of importance;

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| SUGGESTION | Very Low | Low | Average | High | Very High |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Should there be insufficient space to respond, please do not hesitate to add to this page or contact us by phone/email etc.

Our aim is to be the most efficient, reliable and affordable provider and at the highest level, so your feedback is most important to us.

We would like to thank you in advance for any feedback you provide.