

Customer Feedback

- a. Clients will be issued with a feedback form included in the handover pack. We will advise the client that they may return the form at the time of handover or within 14 days past the installation. Matt Cripps will review and analyse the feedback received and dependant of feedback specifics, we will endeavour to focus on ways of improving the delivery of our measures and/or standard.
- b. Colleagues and/or installation colleagues are encouraged to supply feedback. We will provide feedback forms to the client and Matt Cripps who will review and analyse the feedback. Matt Cripps will be responsible for the outcome of feedback received.
- c. In all instances, NOTES will be added to the project and external documents received will be scanned and stored within our CRM at project level.