

Client Feedback Form

Company Name : **Contact Name :**

Address :

Tel No : **Email :**

Performance

Rating (1-10)

- Are you satisfied with the services provided by Novus Rail?
- How do you feel regarding the pricing of our services?
- Was the quality of work satisfactory?
- How well do you feel queries and complaints were dealt with?
- Did you find the attitude / assistance or our staff satisfactory?
- How likely are you to recommend Novus Rail?
- How likely are you to consider working with Novus Rail again?

Performance Rating Criteria : 1 = Very Negative - 3 = Negative - 5 = Acceptable - 7 = Positive - 10 = Very Positive

If you have any suggestions that could improve our service please give details below:-

Management System Effectiveness

Did the contract involve utilising Novus Rail's Management System? Yes No

If you have any suggestions that could improve our Management System please give details below:-

Completed By

Name : Signed : Date :

