

Dear Client,

Our goal is to provide you with a level of service that delights you. As part of this ongoing commitment, we would be grateful if you could take a few moments to complete this form and return it to us in the enclosed envelope.

Score each statement regarding Peter Vickers and Associates by circling the number between 1 and 5 which best represents your opinion. If you are unable to provide a score, circle 'Unsure'.

		<i>Note: 1 = strongly agree, 5 = strongly disagree</i>					
1	Provides high quality services	1	2	3	4	5	Unsure
2	Their staff are approachable	1	2	3	4	5	Unsure
3	Understands my problems	1	2	3	4	5	Unsure
4	Provides solutions to my problems	1	2	3	4	5	Unsure
5	Returns calls promptly	1	2	3	4	5	Unsure
6	The service range is broad enough to cover all my needs	1	2	3	4	5	Unsure
7	Keeps me informed about relevant information as required	1	2	3	4	5	Unsure
8	Gives value for money	1	2	3	4	5	Unsure
9	Keeps to set deadlines	1	2	3	4	5	Unsure
10	Explains recommendations in writing clearly	1	2	3	4	5	Unsure
11	Explains verbal recommendations clearly	1	2	3	4	5	Unsure
12	Are professional in their approach	1	2	3	4	5	Unsure
13	Meets our expectations of a firm of Chartered Accountants	1	2	3	4	5	Unsure

What problems, if any, have you encountered in your dealings with us?

What could we do differently to provide a better experience for our clients?

If you are satisfied with our service, please consider referring us to your colleagues and friends. We are always grateful for your referrals.

Yours sincerely,

Nicole Burgess
Marketing Manager

Your Name _____
 (optional)