**[Company name]**

How to use this document: delete this paragraph before saving, sharing, or circulating it. Every part shown in blue is yours to replace: type your own details over each blue [field] until no blue remains. Then select all (Ctrl+A) and set the font colour to the same dark colour throughout. What is left is your finished document.

# Customer Feedback Form

*Thank you for telling us about your recent experience. Your answers help us improve. You may leave the contact section blank if you prefer not to be contacted.*

Please complete this form and return it to [Return address or email address for completed forms] by [Return deadline for this feedback form].

## About your experience

| | |
|---|---|
| **Your name (optional)** | [Customer full name] |
| **Date of your experience** | [Date of the experience being reviewed] |
| **Type of interaction** | [Type of interaction: visit, call, delivery, or appointment] |
| **Name of the team member who helped you (if known)** | [Full name of the team member who helped you] |

## Please rate each area

Tick one box in each row: 1 means very poor and 5 means excellent.

| Area | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| Speed of service | | | | | |
| Courtesy and professionalism | | | | | |
| Clarity of communication | | | | | |
| How well your issue was resolved | | | | | |
| Overall experience | | | | | |

## Tell us more

What did we do well?

_____

_____

_____

What could we do better next time?

_____

_____

_____

## [Company name]

Is there anything else you would like us to know?

_____

_____

_____

## May we contact you about your feedback?

Tick one box in the row below, then complete the contact details only if you tick yes.

| Yes, you may contact me | No, please do not contact me | Preferred contact method |
|---|---|---|
| | | |

| | |
|---|---|
| **Contact name** | [Customer full name] |
| **Contact email address** | [Customer email address] |
| **Contact telephone number** | [Customer telephone number] |

Thank you for your feedback. We review every form received and use the results to improve our service.