



Appraisal Form

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| Sequence Number | 207 |
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CUSTOMER DETAILS

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| Customer Appraisal Form | <p>THIS APPRAISAL FORM IS PART OF PLATINUM ELECTRICAL LTD'S QUALITY MANAGEMENT SYSTEM.</p> <p>AT PLATINUM ELECTRICAL LTD WE STRIVE TO ACHIEVE A "PLATINUM SERVICE".</p> <p>TO ENSURE WE ACHIEVE THIS, WE WOULD BE GRATEFUL IF YOU COULD COMPLETE THIS FORM FOR US AND EVALUATE OUR PERFORMANCE ON THE RECENTLY COMPLETED SCHEME.</p> <p>THANK YOU IN ADVANCE</p> |
| Company Name: | Via East Midlands |
| Position of Person Completing Form: | electrical supervisor |
| Platinum Job Number: (Given in email subject) | 20230160 |
| Date Completed | 15/07/2020 |

PERFORMANCE REVIEW

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| SCORES RESULTS: | <p>Excellent - Staff will be informed and given praise</p> <p>Good - No Action, this is what we expect!</p> <p>Average – please give a brief description in the comments box, so we can see the areas where we need to improve.</p> <p>Poor -please give a brief description in the comments box. Action will be taken to ensure improvements are made; client will be informed of actions taken</p> <p>Unsatisfactory – please give a brief description in the comments box, we will contact you to discuss in more detail and put actions into place if required</p> <p>Platinum Electrical Ltd would like to advise our Clients that complaints should in the first instance be directed towards the Managing Director and details should be written in the comments box. Also scores "Poor and unsatisfactory" will be dealt with as complaint, if you wish to be informed of the outcome of any action taken please make a note in the comments box. We seek to resolve any complaint within 20 working days of receipt. If we are unable to resolve the complaint you may contact the HEA office, who will then investigate the complaint further.</p> <p>Thank you for taking the time to complete our Appraisal</p> |
| Client satisfaction with service and products | Excellent |
| Measurement and valuation | Excellent |
| Value for money | Excellent |
| Meeting agreed timescales | Completed On-Time |
| Customer care and service | Excellent |
| Quality of communications | Good |
| Working relationships | Excellent |
| Quality of workmanship | Excellent |

