

Appraisal Form

Sequence Number	179	
CUSTOMER DETAILS		
Customer Appraisal Form	THIS APPRAISAL FORM IS PART OF PLATINUM ELECTRICAL LTD'S QUALITY MANAGEMENT SYSTEM. AT PLATINUM ELECTRICAL LTD WE STRIVE TO ACHIEVE A "PLATINUM	
	SERVICE". 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.	
	THANK YOU IN ADVANCE	
Company Name:	Team Tree	
Position of Person Completing Form:	Chair	
Platinum Job Number: (Given in email subject)	19031	
Date Completed	06/01/2020	

PERFORMANCE REVIEW

SCORES RESULTS:Excellent - Staff will be informed and given praise God - No Action, this is what we expect! Average - please give a brief description in the comments box, so we can see the areas where we need to improve. 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 Unsatisfactory - please give a brief description in the comments box, we will contact out oldscuss in more detail and put actions in the completion should in the pratient in the comments box. Action will be taken to ensure improvements are made; client will be informed of actions taken Unsatisfactory - please give a brief description in the comments box, we will contact if retrinstance be directed towards the Managing Director and details should be dealt with while dealt with the in whet be and the Managing Director and details should be dealt with endetail should be dealt with the in we should like to advise our Clients that complaint within 20 working days of receipt. If we are unable to resolve the complaint within 20 working days of receipt. If we are unable to resolve the complaint further. Thank you for taking the time to complete our AppraisalResult of the outcome Masurement and valuationExcellentMeasurement and valuationExcellentQuelted for moneyGoodMeasurement and serviceForellet On-TimeClauter of communicationsExcellentMeasurement and serviceForellet On-TimeClauter of communicationsExcellentMeasurement and serviceForellet On-TimeClauter of works have a complaint of the outcoments box.ExcellentMeasurement and serviceExcellentClauter of communications <t< th=""><th></th><th></th></t<>		
Average – please give a brief description in the comments box, so we can see the areas where we need to improve.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 takenUnsatisfactory – please give a brief description in the comments box, we will contact you to discuss in more detail and put actions into place if requiredPlatinum 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 as complaint, for you wish to be informed of the coutcome of any action taken please as complaint, for you wish to be informed of the coutcome of any action taken please as complaint, for you wish to be informed of the coutcome of any action taken please as complaint, for you wish to be informed of the coutcome of any action taken please as complaint, for you wish to be informed of the coutcome of any action taken please as complaint, for you wish to be informed of the coutcome of any action taken please as complaint, for you wish to be informed of the coutcome of any action taken please as complaint, fro you wish to be informed of the coutcome of any action taken please as complaint, fro you wish to be informed of the coutcome of any action taken please as complaint, fro you wish to be informed of the coutcome of any action taken please as complaint further. Thank you for taking the time to complete our AppraisalClient satisfaction with service BoodExcellentValue for moneyGoodGuality of communications BurcellentExcellentKurcellent	SCORES RESULTS:	Excellent - Staff will be informed and given praise
areas where we need to improve. 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 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 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 the complaint within 20 working days of receipt. If we are unable to resolve the complaint our may contact the HEA office, who will then investigate the complaint further. Thank you for taking the time to complete our Appraisal Measurement and valuation Excellent Value for money Good Meeting agreed timescales Completed On-Time Guality of communications Excellent Working relationships Excellent		Good - No Action, this is what we expect!
ensure improvements are made; client will be informed of actions taken 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 requiredPlatinum 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 further. Thank you for taking the time to complete our AppraisalClient satisfaction with service and productsExcellentValue for moneyGoodMeeting agreed timescalesCompleted On-TimeCustomer care and serviceExcellentQuality of communicationsExcellentWorking relationshipsExcellent		
you to discuss in more detail and put actions into place if required you to discuss in more detail and put actions into place if required 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. Thank you for taking the time to complete our AppraisalClient satisfaction with service and productsExcellentValue for moneyGoodMeeting agreed timescales Quality of communicationsCompleted On-TimeQuality of communications Working relationshipsExcellent		
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. Thank you for taking the time to complete our AppraisalClient satisfaction with service and productsExcellentMeasurement and valuationExcellentValue for moneyGoodMeeting agreed timescalesCompleted On-TimeCustomer care and serviceExcellentQuality of communicationsExcellentWorking relationshipsExcellent		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
Client satisfaction with service and productsExcellentMeasurement and valuationExcellentValue for moneyGoodMeeting agreed timescalesCompleted On-TimeCustomer care and serviceExcellentQuality of communicationsExcellentWorking relationshipsExcellent		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
and productsInstantionMeasurement and valuationExcellentValue for moneyGoodMeeting agreed timescalesCompleted On-TimeCustomer care and serviceExcellentQuality of communicationsExcellentWorking relationshipsExcellent		Thank you for taking the time to complete our Appraisal
Value for moneyGoodMeeting agreed timescalesCompleted On-TimeCustomer care and serviceExcellentQuality of communicationsExcellentWorking relationshipsExcellent		Excellent
Meeting agreed timescales Completed On-Time Customer care and service Excellent Quality of communications Excellent Working relationships Excellent	Measurement and valuation	Excellent
Customer care and service Excellent Quality of communications Excellent Working relationships Excellent	Value for money	Good
Quality of communications Excellent Working relationships Excellent	Meeting agreed timescales	Completed On-Time
Working relationships Excellent	Customer care and service	Excellent
	Quality of communications	Excellent
Quality of workmanship Excellent	Working relationships	Excellent
	Quality of workmanship	Excellent



Appraisal Form

Operatives site conduct	Excellent
Health and safety	Excellent
	Excellent
Impact on the environment	Excellent
Attitude to housekeeping (site tidiness and organisation)	Excellent
Management of variations	Excellent
Overall performance	Excellent
Would you recommend Platinum to others?	Yes
Would you be happy to use our services again?	Yes
Comments (if any)	We had many difficulties with our job in question but these would have happened regardless and no fault of the team in question. Immediate responses from all and great customer care. Pleasure to work with
OFFICE USE ONLY	Give details of how the complaint/feedback has been dealt with:i.e Tool box talk, training, Disciplinary action: Name of person dealing with complaint: Job Title: Date: Has the MD been informed: (Yes - No) Name of Operative/s involved: Complaint closed date: Please file copy in non-conformity folder Has the client been made aware of the outcome?