



Appraisal Form

Sequence Number	53
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CUSTOMER DETAILS

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:	High Peak Borough Council
Position of Person Completing Form:	David Rawding
Platinum Job Number: (Given in email subject)	18040
Date Completed	09/01/2019

PERFORMANCE REVIEW

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	Excellent
Working relationships	Excellent
Quality of workmanship	Excellent



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Operatives site conduct	Excellent
Health and safety	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)	Staff very helpful and a pleasure to work with. Thanks
OFFICE USE ONLY	<p>Give details of how the complaint/feedback has been dealt with:i.e Tool box talk, training, Disciplinary action:</p> <p>Name of person dealing with complaint:</p> <p>Job Title:</p> <p>Date:</p> <p>Has the MD been informed: (Yes - No)</p> <p>Name of Operative/s involved:</p> <p>Complaint closed date: Please file copy in non-conformity folder</p> <p>Has the client been made aware of the outcome?</p>