



Satisfaction Survey

Please return to:
Chatsworth Windows
Yafforth Road
Northallerton
DL7 8UE

When it comes to windows, doors and conservatories, Chatsworth Windows are dedicated to providing the very best products and customer services from start to finish. Over the past decade we have built up an excellent reputation, of which we are very proud, and it is our aim to continually improve every aspect of the customer experience. The best way to assess our performance is to ask the people that really matter – that means you! We would really appreciate it if you could take 5 minutes of your time to give us your opinions on your installation. Thank you.

Name:	Job Reference: CH
Address:	Installation start date:
	Installation end date:
	Tel:
	Mob:
Postcode:	E-mail:

The Purchase Process

Did you visit our showroom at Yafforth Road, Northallerton?

- I/We did visit the showroom and found the experience very valuable.
- The sales representative was courteous & polite.
- The sales representative was well informed.
- The literature & brochures were helpful & informative.

		Yes / No				
Strongly Agree				Strongly Disagree	Not Applicable	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

The Pre Installation Process

I received an introduction letter confirming my installation date?

The surveyor made contact to arrange a survey time & date?

The surveyor was courteous & polite.

The surveyor was well informed and answered any queries.

The installations department advised of any relevant information post survey and prior to the installation date.

		Yes / No				
		Yes / No				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

The Installation Process

The installation team arrived on the date expected.

The installation team were courteous & polite.

The installation team used dust sheets in your home?

The installation team fitted & finished the products to a high standard.

The installation team advised you on how to use the products?

The installation team left the site clean & tidy.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		Yes / No				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		Yes / No				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

The Product

The product is of a high standard and is fit for purpose.

The product has improved the look of your home.

The products & service provided by Chatsworth were value for money.

I would recommend Chatsworth Windows to friends and family?

If you are happy to recommend us to your friends and family then why not take advantage of our recommendation scheme—please see enclosed flyer for more details.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		Yes / No				

The Future

We now do an increased range of products! Please tick if you would like further information on any of the following.

Windows	Conservatories	Doors	Orangeries	Roofline	Secondary Glazing	Timber Products	Canopies & carports
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your Comments

Please feel free to write any personal comments on the reverse of this sheet or on additional sheets of paper.

Alternatively let us know your thoughts via E-mail on feedback@chatsworth-windows.co.uk

Your views are very important to us and will help us to provide better products and customer service in the future.