

Customer Feedback Form

Safe Trader Scheme

Business Name:	Customer Name:
Business Address:	Customer Address:
Do you have any comments about the trader? (We are unable to publish comments of a personal or defamatory nature)	Postcode:
	Phone number:
	(This enables us to verify whether feedback is genuine – we may ring to discuss your rating)
*Comments about traders may be published on the website but all other information provided is treated confidentially.	Type of work carried out?
	Date work carried out:
	Any comments about the scheme including how you heard about it?

Please rate the trader: from 1-5 (poor to excellent)

(Please tick one box only)

	1 (poor)	2	3	4	5 (excellent)
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please give your overall rating for the trader: from 1-10 (poor - excellent)

(Please tick one box only)

	1	2	3	4	5	6	7	8	9	10
Overall rating	<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"/>

Please return this form to:

Safe Trader Scheme
Lancashire County Council Trading Standards Service
County Hall, Preston, PR1 8XB
Tel: 0303 333 1111

You can also submit your feedback online at www.safetrader.org.uk

