

## How Good Are We Really?

### 2008/2009 Customer Satisfaction Questionnaire Stats

To ensure we provide the highest possible quality of customer service, we like to gain feedback on all aspects of our work through customer satisfaction questionnaires.

By collating all of the completed questionnaires returned by our customers between 1<sup>st</sup> April 2008 and 31<sup>st</sup> March 2009 we have extracted the following statistics, which we are extremely proud to publish:

#### ***In respect of our Drain Surveys:-***

- **100%** of our customers said that our survey reports met or exceeded their expectations in terms of being 'clear and easy-to-read'.
- **100%** reported that the punctuality, reliability, demeanour and politeness of our survey engineers met or exceeded their expectations.
- **100%** commented that our reports contained exactly the right amount of information.

#### ***In respect of our Drain Repairs & Maintenance:***

- **100%** of our customers stated that their overall impression of the quality of our drain repairs exceeded their expectations.
- **97%** said that the speed and efficiency of our engineers was **above** average.
- **100%** reported that the level of disruption suffered whilst work was being carried out was as or better than expected; **97%** described the level of disruption to be **better** than expected.

#### ***In respect of our administration:***

- **100%** of our customers rated the politeness and helpfulness of our administrative staff to be **better** than average.

#### ***In respect of overall service:***

- **98%** of our customers said that the service we offer was average, good or excellent 'value-for-money'; **88%** said it was **better** than average.
- **100%** rated the overall service received by **DrainOLOGY** to have met or exceeded their expectations; **78%** said we **exceeded** their expectations.

What's more, **100%** said they would recommend **DrainOLOGY** to their friends, family and colleagues.

Indeed, something like **90%** of our work currently comes from repeat customers or by direct referral.