

Customer Feedback - Order, Delivery & Set-up

Concept Northern constantly review the service and support we offer our students; as part of this process we would appreciate it if you could complete and return this questionnaire.

1. Did you receive your Student Info Booklet from your adviser at your College / University?

Yes: No:

2. How did you hear about Concept Northern?

Recommended by a disability advisor: Promotional literature: Internet:

Other (please specify):

3. Having sent your order and / or payment to us, how long did it take for us to contact you?

Less than 3 working days: 4 - 7 working days: More than 7 days:

4. If you spoke to us on the telephone...

(i) Did we offer to phone you back?

Yes: No:

(ii) How long did you have to wait until you spoke to a member of the team who could help you?

It was immediate: A few minutes: More than 5 minutes (please specify):

(iii) How would you rate the member of staff that dealt with your call?

Very helpful: Adequate: Unhelpful:

(iv) How well did they answer your questions / explain everything?

Very clearly: Adequately: They didn't explain:

5. Did you receive the order confirmation?

Promptly: Late: Not at all:

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6. Once your order and payment was confirmed, how long was it before you received the equipment?

1 - 7 days: 8 - 14 days: Longer than 2 weeks (please specify):

7. On the day of delivery...

(i) When did the delivery arrive?

Earlier / Later than the specified delivery time: At the specified delivery time:

(ii) How was the service given by the engineer / delivery driver...?

Friendly / Helpful: OK: Or, in your own words:

8. During delivery and setup, were you shown that the following equipment worked properly;

PC / Laptop? Yes: No: N/A:

Printer? Yes: No: N/A:

Scanner? Yes: No: N/A:

Audio? Yes: No: N/A:

Allow you to ask questions? Yes: No: N/A:

Any other specialist equipment? Yes: No: N/A:

Explain in a way that made sense? Yes: No: N/A:

Go through the delivery note? Yes: No: N/A:

9. How would you sum up the service you have received from Concept Northern?

Excellent: Satisfactory: Poor:

Additional comments:

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Additional comments

If you experienced problems or were not happy with our service we would like to take this opportunity to apologise. If you would like us to contact you for more information please state this in the comments section above.

Customer Name:

Customer Signature:

Date: