**CUSTOMER FEEDBACK FORM**

|  |
| --- |
| **Your Detail:** |
| Name |  |
| Position |  |
| Company Name |  |
| Address |  |
| Business Type |  |
| Telephone \ Cell |  | E-mail |  |

It is important to know what our client thinks about our certification services and how can we improve. Could you please spare some time to tell us about your customer experience by completing the below:

**1- Are you satisfied with the certification services we provided you?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  Yes |  | No |  | Somewhat |  |
| Comments if any: your company’s services are good. |

**2- Are you satisfied the way of performing the audit by our auditor?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Yes |  | No |  | Somewhat |  |
| Comments if any: their audit approach is fine. |

**3- Did you experience any problem in communicating us by our staff or any other problem?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Yes |  | No |  | Somewhat |  |
| Comments if any: |

**4- Did your company improve the market reputation after getting certification by us?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Yes |  | No |  |  Somewhat |  |
| Comments if any: |

**5- If you have any Suggestion or Observation, Please write to us.**

|  |
| --- |
| Suggestion/Observation:  |

|  |  |
| --- | --- |
| **Signature** |  |
| **Date** |  |

Thanking you.

With Best Regards,

**RI&CA Pvt Ltd.**