



Groveswood of Essex
Groveswood House
Russell Gardens,
Wickford Business
Park
Wickford
Essex
SS11 8FU

Audited Customer Satisfaction Report

Completed by Network VEKA

on

Groveswood of Essex

Certified to be a true and accurate reflection of questionnaire responses from customers of Network VEKA who have purchased products from Groveswood of Essex. All information contained within this report has been provided by our customers.

This report is generated in order to maintain the highest standards and where possible improve the registered companies service to Network VEKA customers. Please note that if there are any negative comments that these would be handled by our Membership Service Department. For current information on the company or the questionnaire please contact us on 01282 473170.

This data has been compiled from a total of 10 orders between the dates of 01/04/2013 and 30/04/2013 with a value of £11,740.00. A detailed breakdown is attached.

Summary Statistics

1.	Were the undertakings of the sales representative completed to your satisfaction?	100.00%
2.	Were the fitters courteous and efficient?	100.00%
3.	Was the installation completed professionally?	100.00%
4.	Was your home left free of work debris?	100.00%
5.	Would you recommend the company to potential customers of Network VEKA?	90.00%
	Overall Score.	98.00%

This customer satisfaction report has been Audited and Certified by :

Date : 30/04/2013

Managing Director

Data Protection Act Registration Number Z7867675
Network VEKA Limited

Farningham Road, Purton, Ex. EX24 6PP