

Client Name: **Assignment Dates:**

Country Cousin Name:

(IF YOU HAVE ALREADY COMPLETED ONE OF THESE FORMS ON BEHALF OF THIS PARTICULAR COUNTRY COUSIN, YOU DO NOT NEED TO COMPLETE THIS AGAIN UNLESS YOU WISH TO REPORT ANY CHANGES).

Please let us have your opinion on the following aspects of the service provided by the office staff

	Very Good	Good	Average	Poor	Very Poor
Availability for contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responding and adapting to changes in your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Matching Country Cousins to your individual needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being friendly and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did the Country Cousin named above: **YES** **NO**

Make contact promptly?	<input type="checkbox"/>	<input type="checkbox"/>
Discuss travel arrangements/costs?	<input type="checkbox"/>	<input type="checkbox"/>
Provide a satisfactory handover?	<input type="checkbox"/>	<input type="checkbox"/>
Update any record books?	<input type="checkbox"/>	<input type="checkbox"/>
Provide housekeeping receipts?	<input type="checkbox"/>	<input type="checkbox"/>
Show you their ID Badge?	<input type="checkbox"/>	<input type="checkbox"/>

Were they:- **YES** **NO**

Friendly, courteous and polite?	<input type="checkbox"/>	<input type="checkbox"/>
Trustworthy and competent?	<input type="checkbox"/>	<input type="checkbox"/>
Respectful of your privacy?	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of your needs?	<input type="checkbox"/>	<input type="checkbox"/>
Clean and tidily dressed	<input type="checkbox"/>	<input type="checkbox"/>

Would you be happy for them to return?

Signed: **Date:**

IF YOU WOULD LIKE A CALL FROM OUR CLIENT SERVICE MANAGER TO DISCUSS ANY OF THE ABOVE, PLEASE TICK HERE.

ALTERNATIVELY IF YOU WOULD LIKE TO MAKE A COMPLIMENT OR A COMPLAINT ABOUT ANY ASPECT OF THE COUNTRY COUSINS SERVICE, PLEASE CONTACT OUR BUSINESS CENTRE ON 0845 601 4003.