

CHECK Customer Feedback Form

Date _____

You have recently employed the services of a NCSC-approved CHECK Service provider. NCSC is keen to hear your views on the service that you received. We would very much appreciate it if you could take a few moments to complete this form. Your comments form part of our Quality Assurance procedures for the CHECK Service and help to ensure that the service is continuing to offer good quality service and value for money. Your response will be treated in the strictest confidence and will only be used by NCSC staff managing the CHECK Service.

Thank You.

Name of CHECK Company _____ Period of Project/Task _____ to _____

Nature of Project/Task

Please comment on each of the following:

CHECK Team's Performance and Ability

Quality of Testing Undertaken and Advice provided (e.g. Did the Company meet your requirements and provide clear, useful advice and guidance?)

Quality of Report (e.g. was this clear, unambiguous, comprehensive and well-structured?)

Value for Money of Service Provided

Overall Impression of CHECK Company	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
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Overall impression of CHECK Service	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
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Name (Print) _____ Organisation _____

Tel No _____ Date _____

If you need more space for comments, please continue on a separate piece of paper.

On completion, please return the form to:

CHECK, NCSC Room A2j, Hubble Road, Cheltenham GL51 0EX or by email to check@ncsc.gov.uk