



**Client Feedback Form**

Form No: GEN 10a  
Issue: 01  
Date of Issue: 01.03.11

Client Name: .....

Date of form completion: .....

Dear Client,

AccuLabs Diagnostics UK Ltd (AccuLabs) would appreciate your feedback on the service that we provide to you in order that we can improve the service provided.

Could you please indicate the score of the questions based on the following scale:  
1 = poor, 10 = excellent.

Please circle the appropriate number and provide constructive comments on how the service does not either meet the requirements or any improvements which could be considered.

- 1. Using the score above, in your opinion, does the service provided meet the contractual needs?

1      2      3      4      5      6      7      8      9      10

Comments:

.....  
.....  
.....  
.....

- 2. What aspects meet your expectations?

.....  
.....  
.....  
.....

Please indicate your score:

1      2      3      4      5      6      7      8      9      10



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3. What aspects do not meet your expectations?

.....  
.....  
.....  
.....

Please indicate your score:

1 2 3 4 5 6 7 8 9 10

4. What aspects exceed your expectations?

.....  
.....  
.....  
.....

Please indicate your score:

1 2 3 4 5 6 7 8 9 10

5. When you contact AccuLabs for any reason how effectively is your query dealt with?

1 2 3 4 5 6 7 8 9 10

Comments:

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8. In your opinion, what could AccuLabs do to improve the service they provide to you?

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Signed: .....

Date: .....

Position: .....