



Client Feedback Form

Client Company:	RPS Office: Oxford Transport
Client Contact:	RPS Project Manager:
Client Ref:	RPS Project Title:
Discipline(s): Transport	RPS Project Number:

It is our goal to provide you with a service that consistently matches your needs and exceeds your expectations. To achieve this, we have a customer service programme that proactively seeks to identify service improvements through consultation with our clients.

In order for us to evaluate our project performance, we are inviting you to provide your feedback. We value your comments and would be grateful if you could complete this questionnaire.

For each box below, except where only a comment is required, please rate our performance on a scale of 1 – 10 with 1 being 'poor and 10 being 'excellent'.

1. How well did we establish and match your requirements? Comments: <input data-bbox="630 913 766 1048" type="text"/>	2. How proactive were we in our approach to the project? Comments: <input data-bbox="1249 913 1385 1048" type="text"/>
3. How well do RPS staff work as part of a team? Comments: <input data-bbox="630 1254 766 1388" type="text"/>	4. How would you describe our adherence to deadlines? Comments: <input data-bbox="1249 1254 1385 1388" type="text"/>
5. How well were you kept informed of progress during the project? Comments: <input data-bbox="630 1594 766 1729" type="text"/>	6. How well did we respond to your concerns, queries and any changes on the scope of the project? (if applicable) Comments: <input data-bbox="1249 1594 1385 1729" type="text"/>

<p>7. How clear and understandable were our written communications, including reports?</p> <p style="text-align: right;"><input type="checkbox"/></p> <p>Comments:</p>	<p>8. How would you describe the technical quality of our service?</p> <p style="text-align: right;"><input type="checkbox"/></p> <p>Comments:</p>
<p>9. How aware are RPS staff of health & safety procedures?</p> <p style="text-align: right;"><input type="checkbox"/></p> <p>Comments:</p>	<p>10. How well did we manage invoicing and other client matters?</p> <p style="text-align: right;"><input type="checkbox"/></p> <p>Comments:</p>
<p>11. How well did RPS provide value for money?</p> <p style="text-align: right;"><input type="checkbox"/></p> <p>Comments:</p>	<p>12. How well did our overall service compare with other consultants you have recently used? (if applicable)</p> <p style="text-align: right;"><input type="checkbox"/></p> <p>Comments:</p>
<p>13. Please describe any particular aspects of the work with which you were especially satisfied/dissatisfied.</p> <p>Comments:</p>	
<p>14. Please described any areas where our service could be improved.</p> <p>Comments:</p>	