

Network VEKA

RAISING STANDARDS. INSTALLING TRUST.

Thistle Windows &
Conservatories Ltd.
Unit A Woodside Road
Bridge Of Don
Industrial Estate
Aberdeen
AB23 8EF

Audited Customer Satisfaction Report

Completed by Network VEKA on

Thistle Windows & Conservatories Ltd.

Certified to be a true and accurate reflection of questionnaire responses from customers of Network VEKA who have purchased products from Thistle Windows & Conservatories Ltd.. 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 34 installations completed between the dates of 01/11/2014 and 30/11/2014.

A detailed breakdown is attached.

Summary Statistics

| | | |
|----|---|---------|
| 1. | Were the undertakings of the sales representative completed to your satisfaction? | 97.06% |
| 2. | Were the fitters courteous and efficient? | 100.00% |
| 3. | Was the installation completed professionally? | 94.12% |
| 4. | Was your home left free of work debris? | 97.06% |
| 5. | Would you recommend the company to potential customers of Network VEKA? | 91.18% |
| 6. | Was communication with the Installer satisfactory? | 94.12% |
| 7. | Are you happy with the products supplied by the supplier? | 97.06% |
| | Overall Score (Questions 1 to 5 only). | 95.88% |

This customer satisfaction report has been Audited and Certified by :

Date : 28/11/2014



Managing Director

Data Protection Act Registration Number Z7867675

Network VEKA Limited

Farrington Road, BURNLEY BB11 5DB

Audited Customer Satisfaction Report

Detailed Breakdown

| Customer | Date | Q1 | Q2 | Q3 | Q4 | Q5 | Q6 | Q7 | Score (%) |
|---------------------|------------|--------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Dunbar, | 27/08/2013 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Robertson, | 17/09/2013 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Rebut, | 18/12/2013 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Clark, | 18/01/2014 | Y | Y | Y | N | Y | Y | Y | 80.00 |
| Anonymous | - | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Massey, | 24/02/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Maloney, | 24/02/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Ewen, | 31/03/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Anonymous | - | Y | Y | N | Y | N | Y | Y | 60.00 |
| Evans, | 18/04/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Urwin, | 09/04/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Davenport-Crabb, | 05/05/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Dougan, | 08/05/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Lumsden, | 14/05/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Selbie, | 16/05/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Scott, | 15/05/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Ely, | 15/05/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Duncan, | 15/05/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Maclean, | 30/05/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Reid, | 01/06/2014 | Y | Y | Y | Y | Y | N | Y | 100.00 |
| Rooke, | 21/05/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Christie, | 03/07/2014 | N | Y | N | Y | N | N | N | 40.00 |
| Scott-Horsburgh, | 03/07/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| McLellan, | 11/07/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Buchan, | 28/07/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Mitchell, | 22/07/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Adams, | 15/08/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Cameron, | 18/08/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Lord, | 21/08/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Foster, | 27/08/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Manson, | 01/09/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Anonymous | - | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Muller, | 19/09/2014 | Y | Y | Y | Y | N | Y | Y | 80.00 |
| Duncan, | 29/09/2014 | Y | Y | Y | Y | Y | Y | Y | 100.00 |
| Totals (%) : | | 97.06 | 100.00 | 94.12 | 97.06 | 91.18 | 94.12 | 97.06 | 95.88 |