

**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 69 installations completed between the dates of 01/10/2014 and 31/10/2014.

A detailed breakdown is attached.

#### **Summary Statistics**

1.	Were the undertakings of the sales representative completed to your satisfaction?	97.10%
2.	Were the fitters courteous and efficient?	98.55%
3.	Was the installation completed professionally?	94.20%
4.	Was your home left free of work debris?	97.10%
5.	Would you recommend the company to potential customers of Network VEKA?	95.65%
6.	Was communication with the Installer satisfactory?	94.20%
7.	Are you happy with the products supplied by the supplier?	98.55%
	Overall Score (Questions 1 to 5 only).	96.52%

This customer satisfaction report has been Audited and Certified by :

Date : 31/10/2014



Managing Director

Data Protection Act Registration Number Z7867675

**Network VEKA Limited**

Farrington Road, BURNLEY BB11 5DB



Allen,	23/05/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Anonymous	-	Y	Y	Y	Y	Y	Y	Y	100.00
Ross,	13/06/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Chadbourn, Peter	17/06/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Wright,	23/06/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Simpson,	27/06/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Begg,	01/07/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Anonymous	-	Y	Y	Y	Y	Y	Y	Y	100.00
Taylor,	30/06/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Alder,	26/06/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Ballantyne,	30/06/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Maughan,	21/05/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Anonymous	-	Y	Y	Y	Y	Y	Y	Y	100.00
Turk,	18/07/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Grimmer,	23/07/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Prin,	22/07/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Anonymous	-	Y	Y	Y	Y	Y	Y	Y	100.00
Hunt,	08/07/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Robertson,	25/07/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Anonymous	-	Y	Y	Y	Y	Y	Y	Y	100.00
Heron,	21/07/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Lumsden,	01/08/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Ferguson,	05/08/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Nicoll,	30/07/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Marr,	23/07/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Hunter,	14/08/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Park,	25/08/2014	Y	Y	Y	Y	Y	Y	Y	100.00
Souter,	28/08/2014	Y	Y	Y	Y	Y	Y	Y	100.00
<b>Totals (%) :</b>		<b>97.10</b>	<b>98.55</b>	<b>94.20</b>	<b>97.10</b>	<b>95.65</b>	<b>94.20</b>	<b>98.55</b>	<b>96.52</b>