



Stairlifts Today
36 Springwood Road
Barming
Maidstone
Kent ME16 9FR

TRADING STANDARDS

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Website: www.tradingstandards.gov.uk/kent
Email: buywithconfidence@kent.gov.uk
Ask for: Sharon Salisbury
Ref: BWC Feedback
Date: 3rd May 2011

Dear Sir/Madam

BWC Feedback Status

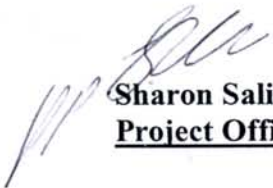
Please find enclosed a document which shows feedback received from your customers regarding your company. This process is carried out every six months and is a requirement of the Buy with Confidence Scheme.

Should you require any further customer feedback forms, please do not hesitate to contact us.

In the meantime, I trust the information enclosed is of interest and benefit to you.

Kind regards

Yours faithfully


Sharon Salisbury
Project Officer "Buy With Confidence"

Clive Bainbridge
Head of Trading Standards

Stairlifts Today

Feedback Report - 1st Oct 2010 - 1st Apr 2011

Quality of Work				
V. Dissatisfied	Dissatisfied	Neutral	Satisfied	V. satisfied
			2	22

Level of Service				
V. Dissatisfied	Dissatisfied	Neutral	Satisfied	V. satisfied
			3	22

Value for money				
V. Dissatisfied	Dissatisfied	Neutral	Satisfied	V. satisfied
			3	22

Recommend	
Yes	No
25	

Comments

- Very satisfied with all work. Clean - tidy.
- Very pleasant man. Always courteous and keen to help.
- Very good service.
- Extremely good service stairlift installed within 24 hrs of first contact with Mr Hughes.
- Mr Hughes is very courteous and we are very satisfied with his work.
- Could not wish for better.
- Stairlift Today provided us with an excellent service.
- Excellent service. Superb workmanship. I would certainly recommend to others.
- Quality service from initial enquiry to completion of job. I would highly recommend Mr Hughes and Stairlifts Today.
- Very polite and caring, very tidy