

**PET DOCTORS CLIENT FEEDBACK**

We continually strive to provide you with the best possible service and your pet with the best possible treatment.

Your input is vital!

Please Tick ✓

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	No Comment
All team members were courteous and helpful from the first point of contact on the phone or in the Surgery					
On arrival, the Pet Doctors team really looked after my pet and I					
The Doctor took the time to provide me with all the information I required regarding my pets treatment and made sure I understood what the information meant to me					
My overall consultation experience was positive					
The initial estimate reflected the final account costs for my pet's treatment					
On discharge or the completion of my pets treatment my account was completed and I only waited for a minimal time					

Statement	Yes	No
Did you find the product(s) you were looking for?		
Did we stock a wide selection of the product (s) you were looking for?		
If you required assistance, were team members readily available?		
Were you happy with the assistance you received from our team members?		

Please indicate the name (s) of any team member you would like to commend:

\_\_\_\_\_

Comments:

\_\_\_\_\_

\_\_\_\_\_

If you feel we fell short in meeting your service expectations, could you please describe the situation?

\_\_\_\_\_

\_\_\_\_\_

As a result of your experience with us, what service-related improvements can you recommend?

\_\_\_\_\_

\_\_\_\_\_

Thank you for taking the time to give us your feedback.  Yes, I would like a personal reply.

Your Name: \_\_\_\_\_ Email: \_\_\_\_\_

Contact Number: \_\_\_\_\_