



We believe it's important to care about what people say about us. Our clients often tell us that they really value receiving the same excellent level of service at Girlings long after they have made their initial purchase. Not all hearing aid providers offer this.

To find ways to improve our high standards even further, we would appreciate if you could complete this Client Evaluation Questionnaire for our Fordingbridge hearing centre.

**For each question or statement below, please tick the most appropriate column and, if you would like to, please use the additional space below to share your feedback with us.**

*Your privacy matters to us, you can read our Data & Privacy policy at: [www.girlinghearingaids.co.uk/GDPR](http://www.girlinghearingaids.co.uk/GDPR)*

<b>GIRLINGS FORDINGBRIDGE</b>	 Poor	 Average	 Excellent
Availability of appointments to see Nicola, Ian or Dan Girling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initial impressions when arriving at reception e.g. safe, clean, welcoming?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitude and helpfulness of our staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waiting time in our reception area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please rate your experience when choosing a suitable hearing system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please rate your experience of having your hearing system fitted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please rate the service received after your hearing system was fitted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how would you rate Girlings Complete Hearing Service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



GIRLINGS

COMPLETE HEARING SERVICE

## Client Evaluation Questionnaire p.2

Would you recommend our products and services to a friend or another family member? If YES (or equally if 'NO'), please tell us why:

YES / NO

Please can you tell us about anything that we do not currently offer, but you feel would be of benefit to you?

Is there anything else you would like to mention, that could help us improve the service we currently offer?

Please either print your name on the line below, or leave it blank if you would prefer

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Sometimes we may use comments from this questionnaire for marketing purposes.

WE WILL NEVER DISCLOSE YOUR NAME OR IDENTITY.

Please tick this box if you would NOT like your comments to be used

[Submit via email](#)

**Thank you for taking the time to complete this questionnaire, we value your feedback.**

[www.girlinghearingaids.co.uk](http://www.girlinghearingaids.co.uk)

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