



CONFORMITY ASSESSMENT BODIES FEEDBACK FORM

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Page: 1

To help us in our efforts to continually meet and exceed customer expectations, we would appreciate your feedback and comments on the service you have received. The form should take no more than a couple of minutes to complete.

Please rate each of the criteria set out below using the following scale:	5	Excellent
	4	Good
	3	Satisfactory
	2	Poor
	1	Very poor

Aspect of Service		Rating				
1	Ease of contacting UAF	1	2	3	4	5
2	Support received from UAF Staff	1	2	3	4	5
3	Professionalism of UAF Staff	1	2	3	4	5
4	Information received prior to assessment	1	2	3	4	5
5	Professionalism of Assessors	1	2	3	4	5
6	Usefulness and relevance of assessment findings	1	2	3	4	5
7	Clarity of Assessor's explanation of findings	1	2	3	4	5
8	Clarity and usefulness of the assessment report	1	2	3	4	5
9	Added value (did the service you receive exceed your expectations?)	1	2	3	4	5
10	How would you rate our website with regards to useful information?	1	2	3	4	5

Comments / Suggestions for improvement within any area of UAF:

CAB Name:

Completed by:

Date of assessment: