

Customer Feedback/Satisfaction Questionnaire

To enable us to provide you with better services and improve the performance of Trakhees-EHS, please complete the survey below and send to ehs.customerrelations@trakhees.ae. Thank you for your cooperation.

(Optional Information)
Company Name:
Tel. No.:
Mobile No.:
Email Address:

Please select department you have dealt with:	
<input type="checkbox"/>	Food & Hygiene
<input type="checkbox"/>	Ports & Maritime
<input type="checkbox"/>	Operations
<input type="checkbox"/>	Environment
<input type="checkbox"/>	Permit & Construction Safety
<input type="checkbox"/>	Fire Department
<input type="checkbox"/>	Sustainability
<input type="checkbox"/>	Free Zone Industrial Operations
<input type="checkbox"/>	Document Controller/Reception
<input type="checkbox"/>	Cashier

Please tick the appropriate box:

Image		Poor	Fair	Good	Excellent	Comments
1	Trakhees -EHS understands the customers' needs and meet their expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2	Trakhees -EHS officials are professionals and helpful of representative.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3	Ease of contacting EHS offices, employees and managers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4	Communication & Response via telephone, e-mail, and fax.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Services		Poor	Fair	Good	Excellent	Comments
1	Quality of services provided by Trakhees –EHS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2	Procedures, requirements and guidelines are readily available and easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3	Courtesy and responsiveness of Trakhees –EHS personnel.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4	Readiness of Trakhees-EHS staff to provide advice and support to customers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5	Accuracy in the provision of services from the first instance by Trakhees – EHS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
6	Overall quality of issue handling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7	How would you rate your most recent experience with Trakhees – EHS?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Comments / Suggestions for Improvement:

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Date:

Score Rating: 0 %