#### Sample Feedback Form:

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| **Helpdesk feedback**Your opinion is important to us. Please take a few minutes to complete this feedback form. Your responses will help us to improve our services to better meet your needs. |
| **1. Please rate the following aspects of our service - Place a tick in the selected box.** |
|   | **Excellent** | **Good** | **Fair** | **Poor** |
| Understanding your business needs | □ | □ | □ | □ |
| Communicating effectively | □ | □ | □ | □ |
| Keeping you informed of progress | □ | □ | □ | □ |
| Meeting timescales | □ | □ | □ | □ |
| Responding promptly to problems | □ | □ | □ | □ |
| Providing technical knowledge | □ | □ | □ | □ |
| **2. If you have any suggestions regarding how we could improve the services we provide to you, please enter them in the space below.** |