

How Did We Perform? (Optional)



We hope all of our clients know we are working very hard to continually improve the quality of our service. To assist us with this ongoing process we were hoping, if you have time, if you could provide us with some feedback regarding the most recent task we have undertaken for you.

Therefore if you could please answer these two easy questions below and return this form to us, it would be very much appreciated.

Please circle your answer to the following question:

On a scale of 1 to 10, based on our performance delivering our most recent service to you, how likely is it that you would recommend us to a friend, family member, colleague or associate?

Not at all

Maybe

Extremely likely!

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

If you didn't tick 9 or 10, please answer the following question:

What is the most important improvement CapitalQ Chartered Accountants could achieve to make you rate us closer to a 10?

Thank you very much for your honest feedback! Our team is absolutely committed to delighting you with our service and to responding to your needs and your feedback will help us to improve the level of our service to you!

Your Name (Optional): _____ Date: _____

Please return this form by email to info@capitalq.com.au, by fax to (08) 9228 7199 or by post to
PO Box 529 Mt Lawley WA 6929