

# Customer Satisfaction Questionnaire

Please select the appropriate box to indicate your degree of satisfaction.

Where: **1** = Poor; **2** = Good; **3** = Satisfactory; **4** = Very Good and **5** = Excellent

		5	4	3	2	1
1	How would you rate the timeliness of delivery of our services?					
2	How would you rate the quality of our services?					
3	How would you rate our timeliness response or resolution for complaints/queries raised?					
4	How do you rate the professional and ethical responsibility of INFOCON?					
5	How easy is it to reach the INFOCON Team?					
6	Are you happy with the information security controls followed at INFOCON?					
7	How would you rate the overall performance of INFOCON?					
8	Suggestions to improve our service:					

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