

Customer Feedback Form

Northumbria Graphics welcomes feedback on all aspects of the services it provides. Completed forms can be emailed to ngraphics@northumbria.ac.uk or printed out and sent to Feedback, Northumbria Graphics, Trinity Building.

Reception/Admin

1. Name of the member of admin staff who dealt with you:

2. How satisfied were you with the service provided by reception/admin:

☐ Very satisfied ☐ Fairly satisfied ☐ Fairly dissatisfied ☐ Very dissatisfied

3. Please enter any further comments regarding the reception/admin service below:

Design

1. Name of the member of design staff who worked on your job:

2. How satisfied were you with the service provided by the design studio:

☐ Very satisfied ☐ Fairly satisfied ☐ Fairly dissatisfied ☐ Very dissatisfied

3. Please enter any further comments regarding the design service below:

Production

1. How satisfied were you with the quality of the finished product:

☐ Very satisfied ☐ Fairly satisfied ☐ Fairly dissatisfied ☐ Very dissatisfied

2. Was the finished product produced for your deadline?

☐ Yes ☐ No

3. Please enter any further comments regarding the production of your job:

Your Details

If you wish to tell us, please enter your details below:

1. Your Name:

2. Are you a member of university staff, a student, or an external customer:

☐ Staff ☐ Student ☐ External

3. If the feedback you have provided relates to a specific job, please enter the job number below:

4. Please enter any other general comments/suggestions below:

Thank you for taking the time to complete this form.