|  |  |  |  |
| --- | --- | --- | --- |
| Visit Date | **${DATE\_OF\_ISSUE}** | Reference number | **${REF}** |
| Inspection Stage | **${Stage}** | Inspector Name | **${Username}** |
| Owner Name | **${OWNER}** | Contractor Name | **${Contractor}** |
| Owner Email | **${Omail}** | Contractor Email | **${Cmail}** |
| Owner Phone no. | **${Onumber}** | Contractor Phone no. | **${Cnumber}** |
| Contacted by: | **${By}** | Contacted via | **${Via}** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| SN. | Comments 🡪 | Excellent | Good | **Satisfactory** | **Average** | **Poor** |
|  | Quality and reliability of Inspection  *جودة وموثوقية الفحص الفني؟* | ${E1} | ${G1} | **${S1}** | **${A1}** | **${P1}** |
|  | Reporting  *جودة تقارير الفاحص الفني؟* | **${E2}** | **${G2}** | **${S2}** | **${A2}** | **${P2}** |
|  | Technical knowledge of our staff  *المعرفة التقنية للفاحص الفني؟* | **${E3}** | **${G3}** | **${S3}** | **${A3}** | **${P3}** |
|  | Response for handling Complaints / issues  ***مستوى الرد على الشكاوى والاستفسارات؟*** | ${E4} | ${G4} | **${S4}** | **${A4}** | **${P4}** |
|  | Attitude and staff behaviour  *مدى رضاك عن اسلوب وتعامل الفاحص الفني؟* | **${E5}** | ${G5} | **${S5}** | **${A5}** | **${P5}** |
|  | Overall performance  *التقييم العام* | **${E6}** | **${G6}** | **${S6}** | **${A6}** | **${P6}** |

|  |  |  |
| --- | --- | --- |
| **Any other suggestions for improvement** | *هل يوجد اي اقتراحات لتحسين الخدمة؟* | |
| **${Q7}** | | |
| **Reason or remark for below satisfactory rating** | | *سبب اعطاء تقييم منخفض للفاحص الفني؟* |
| **${Q8}** | | |
| Please note that this is just for improving ourselves. So, please feel free and give us your fair opinion, so that we can perform better in near future. | | |
| THIS FEEDBACK FORM ISSUED TO AND COMPLETED BY CLIENT  CARRIED OUT OVER THE PHONE BY **……………..** | | |