



Title: **Customer feedback form**

Form No: MBDFR014	Authorised by: Tech. Manager
Effective date: 01.01.2006	Page 1 of 1
	Revision No: 1

Customer Feedback Form

Following the service (Laboratory testing) rendered to you by MLS BioDNA Ltd., we would really appreciate your input regarding your experience in using our service. This could be done by filling this 'Customer Feedback Form'. By filling this short form, you will be helping us to continually improve our service.

Date: _____

Name and Surname: _____

Country of origin: _____ Age: _____ Sex: _____

Test carried out (e.g. Paternity, Food testing etc): _____

Put an X where it best describes your feeling about the particular statement

	Statements	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
1	The queries I had regarding the test were answered to my satisfaction within 24-48 hrs by phone or by email.					
2	The kit or requested information was received within an acceptable time frame.					
3	Information regarding sample collection was clear and easy to understand.					
4	The results were issued within the established time frame.					
5	Any queries I had about the significance of the results were answered to my satisfaction.					
6	I will recommend this service to other people.					

Comments

THANK YOU