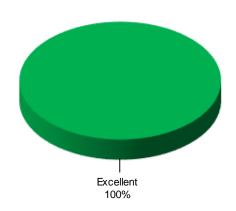


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## Consumer Feedback Report

## **Flintshire Windows Ltd**

Survey Results 01/01/2024 to 31/12/2024



The Consumer Protection
Association believes that it is vital
to evaluate both the
professionalism and quality of
every member's work and the most
effective means of establishing this
is by asking their customers what
they thought.

The chart to the left displays the scores customers awarded the company in respect of their overall performance. These scores are supplied by all customers when they apply for their Insurance Backed Guarantee upon completion of their home improvements.

We also ask customers to appraise how they found their dealing with the member with regards to specific issues. The analysis of the survey is contained in the graph to the right.

The purpose of the survey is to assist our members in maintaining and where possible, improving their standards of professionalism, quality and service.

Customer confidentiality has been respected throughout.

