

## Glass Qualifications Authority Customer Service Evaluation Form



Thank you for taking time to complete this form. GQA aims to provide the best possible service and your comments are appreciated.

What was the nature of your last GQA EV visit?

Centre Approval  Full Review  Interim Review  or Additional Visit

For items 1-9 below please rate your responses:

- 1 = unsatisfactory
- 2 = Satisfactory
- 3 = Very good
- 4 = Excellent
- \* = Not applicable

**NB:** *If any of your response ratings are 1 we would appreciate additional information detailing the reason for your response so that we can take the necessary action to improve.*

1. The level of customer service from individuals within the GQA office
2. The level of customer service from External Verifier/s
3. The NVQ/SVQ standards themselves in terms of how appropriate and effective they are, or have been, for your organisation
4. The quality of information provided by GQA e.g. Approved Centre booklet, GQA News, NVQ/SVQ booklets, correspondence, forms, etc
5. The content and relevance of the GQA website [www.glassqualificationsauthority.com](http://www.glassqualificationsauthority.com)

**Specific Feedback**

- 6. The Content of EV written report/review
- 7. Acknowledgement of any new registrations  
(within four working weeks of relevant EV visit)
- 8. Receipt of certificates or licences  
(within four working weeks of relevant EV visit)
- 9. Initial response by GQA to any enquiries, queries or  
complaints (within five working days)

Please use the space below to elaborate upon your response ratings to the questions

**VOLUNTARY INFORMATION**

Centre Name: _____
Address: _____ _____ _____

**Please return this in the envelope provided to Rebecca Brown,  
GQA Ltd, Provincial House, Solly Street, Sheffield, S1 4BA**