

BAR TSI Approved Code of Practice



CUSTOMER SATISFACTION QUESTIONNAIRE

BEFORE THE MOVE (Circle Yes / No / N/A as appropriate)

Did your remover:

1. Make you aware of the BAR Code of Practice?
Yes No N/A
2. Give you a clear description, price and timetable for the work to be carried out?
Yes No N/A
3. Draw your particular attention to the contract terms relating to:
 - a) liability for loss or damage
Yes No N/A
 - b) Time limits for making claims
Yes No N/A
 - c) Cancellation/postponement rights and charges
Yes No N/A
4. Explain your insurance or other protection options?
Yes No N/A
5. Make you aware of the procedure for making claims and to whom complaints should be referred?

Yes No N/A

AFTER THE MOVE AT DESTINATION

6. If you made any claim or complaint, was this handled courteously and promptly? If you did not make any claim or complaint, please circle "N/A"
Yes No N/A