

Andreas Weddings
Authorised Marriage Celebrant
Young Vibrant Passionate Professional

CLIENT FEEDBACK

**FOR ANDREAS WEDDINGS
AUTHORISED MARRIAGE CELEBRANT**

In the following questionnaire please circle your response.

Name (optional): _____

Permission to use your comments in advertising: Yes No

If yes please sign and date _____

It is a requirement by law as a part of my performance review that I provide feed back so I thank you for your time and interest in completing this questionnaire. Your feedback also allows me to improve the quality of service to my clients.

Kind regards

Andrea

Authorised Marriage Celebrant
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- 1 The celebrant was willing to find new material in the event that the material provided is insufficient.
Strongly agree Agree Disagree

- 2 The celebrant provided a service that fulfilled our expectations.
Strongly agree Agree Disagree

- 3 The celebrant was professional and organised whilst being friendly and understanding.
Strongly agree Agree Disagree

- 4 The celebrant was clear on all legal requirements for the ceremony.
Strongly agree Agree Disagree

- 5 The celebrant was clear in her explanation of government paper work.
Strongly agree Agree Disagree

- 6 The celebrant made us aware, and explained Relationships Education Services to us.
Strongly agree Agree Disagree

- 7 Our needs were met with the planning and the conduction of the ceremony.
Strongly agree Agree Disagree

- 8 We would recommend the celebrant to others.
Strongly agree Agree Disagree

- 9 The fee and refund structure were explained
 Strongly agree Agree Disagree
- 10 The celebrant arrived at least 30 min before the ceremony.
 Strongly agree Agree Disagree
- 11 There was open communication between the celebrant and us at all times.
 Strongly agree Agree Disagree
- 12 Overall we felt that the celebrant provided a service which made us feel values and looked after. We feel that our ceremony was what we wanted and the celebrant had a significant impact on this.
 Strongly agree Agree Disagree

Thank you for taking the time to fill in this client feedback.

I would like to take this opportunity to ask if you would use the space provided below for your testimonies. Just a brief out line of your experience with me as your celebrant, maybe something that stands out to you.

Complaint Process:

Should you have a complaint or an issue regarding my services, would you please contact me so that I may try to resolve the issue with you. If you are unsatisfied with my response you are able to access the Attorney General’s Department to register a formal complaint. Information regarding this process is attached.