



An Employee Owned Company

Client Satisfaction Questionnaire

Dear Valued Customer,

We appreciate placing your trust in ACC to represent your interests. As an employee owned company, ACC strives to provide the best products and services to our clients and your feedback is important to us. Please take a moment to reflect on your recent interaction with ACC and let us know how we can improve to ensure the best possible service. **Your comments can be faxed back to (213) 353-1244 or completed on our website at www.accenv.com/questionnaire.**

1. Overall, how do you rate the level of the service you received?

Excellent Very Good Average Poor

2. How do you rate the quality of the documents and reports we prepared?

Excellent Very Good Average Poor

3. Was your project on time and on budget? Yes No

4. Were issues or problems related to the project addressed successfully? Yes No No issues

5. Please rate your satisfaction level with the staff you worked with on this project.

Very satisfied Satisfied Neutral Unsatisfied

6. Based on your current experience with ACC would you consider using us again?

Yes No

Additional Comments or requests for service:

Name: _____ Phone: _____ email: _____

Thank you for your feedback.

ACC's Goals

- To prevent exposure to workers and the environment to hazardous substances using efficient design, real-world knowledge and appropriate technologies.
- To economically manage client hazardous materials risks, in the ever changing regulatory and liability environment.
- Strive to create positive experiences for our employees, clients, and associates while bettering the environment through our work.

ACC provides the following services:

- Asbestos Consulting
- Lead-paint Consulting
- Indoor Air Quality Consulting
- Mold & Water Intrusion Inspections
- Health & Safety Training
- Compliance Software
- Environmental Site Assessments
- Soil & Groundwater Remediation
- Underground Storage Tank Service

Northern California: 7977 Capwell Drive, Suite 100 • Oakland, CA 94621 • (510) 638-8400 • Fax (510) 638-8404
Southern California: 1545 Wilshire Blvd., Suite 500 • Los Angeles, CA 90016 • (213) 353-1240 • Fax (213) 353-1244