

Testimonials

EXEMPLARY CUSTOMER SERVICE

Drain Doctor pride themselves in giving their customers superb service of a standard that is unusually high for the plumbing and drainage industry.

The UK Trades Confederation survey Drain Doctor customers and produce an independently prepared analysis of the quality of the service given.

Outstandingly over 99% of Drain Doctor customers stated they were fully satisfied, not only with the work carried out, but also with the courtesy and professionalism of the technicians and the office staff. They also stated they would be happy to use Drain Doctor in the future.

Drain Doctor receive a great number of unsolicited testimonials from their customers. With many service companies it is usually only the dissatisfied customers who put pen to paper. Drain Doctor is a happy exception to this rule receiving a constant flow of "Happy Letters" from their customers.

Following are a selection of recent letters received:-

"Drain Doctor....fantastic firm....I highly recommend them.....

I can only say the whole experience was excellent from that 1st phone call until the drain man left. They come out and, free of charge, access and assess the problem and give you an estimate...they did exactly what it said on the package!!!

Thank you very much, we have recommended you to all our friends"- Sonia

"We felt we had to let you all know how pleased we are with your services.

I rang late in the day and within an hour, premise's was visited and work was carried out, drains clear, happy tenants and a very reasonable cost I will now make sure that I use your company every time that we have a problem and will also recommend you to others.

Again many thanks for you prompt and courteous attention."- Karen

"Overall, we have been impressed by the professionalism, courtesy, friendliness and time given by every single one of your team. As professional working people ourselves we have some idea of what to expect from people. You have attended to us, the anxious customer, and given us confidence that we are dealing with a well trained, well equipped and efficient organisation.

Many thanks in advance as the insurance work swings into place." - Richard and Cherie Hall

Dear Sir,

I had reason to engage your services today as the drain at the rear of my premises had become blocked.

I have to confess that when you open the Yellow Pages, it is quite a daunting task especially when watching "the tradesmen from hell" series on television, it leaves you in a state of concern as to what is going to happen.

I must say that all my fears were put to rest when all that was going to happen was fully explained by Lee, your service engineer, he gave a very clear and precise account of possible problems and he kept me apprised of the situation throughout and to my surprise, quoted all costs to me before any work was carried out.

I would not hesitate to recommend your company to anyone in need of drain or plumbing assistance.

Once again, many thanks and please pass on my thanks to Lee.

I remain, yours sincerely.

P.C.

Eastleigh, Hampshire

To whom it may concern,

I am writing to express my gratitude for the service I recieved from your company

Please could you express my gratitude to Ray for, not only providing such a wonderful service, but also for the support he provided during which could have been a very stressful time.

Many Thanks again for such a wonderful service. I will certainly recommend your company to friends and family

Your Sincerely

Miss Jennings