

REPUTATION REPORT - 12 November 2020

Dolphin Removals & Storage Ltd

Unit 7 Maritime Enterprise Park Bootle Lancashire L20 4DY



RATING

Sales & Support

"The advice and information was helpful and all correspondence was easy to understand"

9.7

Packing & Handling

"The firm took care in packing and handling our property"

9.7

Collection & delivery

"Our property was collected and delivered as agreed"

9.9

Service

"The staff were presentable punctual and polite"

9.9

Value

"The firm's charges are reasonable for the work involved"

9.6



10	Delighted
9	Very Happy
8	Happy
7	Very Satisfied
6	Satisfied
5	O.K.
4	Dissatisfied
3	Very Dissatisfied
2	Unhappy
1	Very Unhappy
0	Outraged

RECOMMENDED

"I would recommend this firm to friends"

100%



11	Recommended
0	No Answer
0	NOT Recommended

11 Survey Responses

For the most recent information about this firm and to read our rules see www.referenceline.com

About Referenceline : www.referenceline.com

Word of mouth and networking have traditionally been the preferred way for us to find someone to rely on. Referenceline builds on this tradition, simply and effectively.

We provide firms with survey forms to offer to their customers. Customers send their responses directly to our freepost address. We publish their unedited handwritten comments and ratings.

Trading Standards' statistics show that personal experience and recommendation, although not foolproof, are 3 times more reliable than other methods. Nobody's perfect (including customers) so look for consistency but expect to see an occasional low score. This demonstrates the firm's openness - and the real significance of the remaining references.

We publish this information in good faith and believe that our service can help firms and customers establish an early relationship of trust and confidence. But please bear in mind: We are not responsible for the work of firms. We don't offer insurance or guarantees.

About 3% of responses sent to Referenceline are a complaint (i.e. they include a rating of 3 or less). We aim to work with customers and firms to help reduce the number of problems, but some level of misunderstandings and disagreements is inevitable.

We have not verified that the organisation provides any particular goods or services or that it is professionally qualified or legally entitled to do so. The information should not be read as a trade description within the meaning of the Trade Descriptions Act 1968. Please take independent professional advice where appropriate.

This firm is a member of the British Association of Removers

The British Association of Removers operates an approved code under the Consumer Codes Approval scheme (CCAS). The CCAS was originally established and run by the Office of Fair Trading, but management has transferred to the Consumer Codes Approval Board, operated by the Trading Standards Institute, with effect from April 2013.

