

# CP Driving



**Customer Satisfaction Survey  
Results  
Last Updated 4th January 2025**



# CP Driving



The following shows the responses I have received from my clients on finishing their last lesson with me. At the time of last updating I had 343 completed surveys.

Customers have been asked to rate the service they have received , running from Poor, Average, Good and Excellent.

The first questions were in connection with the tuition vehicle.



**Q1. How would you rate the exterior cleanliness of the vehicle for each lesson?**





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**Q2. How would you rate the interior cleanliness of the vehicle for each lesson?**



**Q3. How did you find the Ford Puma 1.0 to be a good car to learn your driving skills in?**





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The next questions all concern my students opinion of my teaching/coaching abilities

Q1. Was your instructor punctual for all lessons?



Q2. Was your instructor well presented for all lessons?





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**Q3. Did your instructor use appropriate communication methods?**



**Q4. Were you happy with the pace of progress you made?**

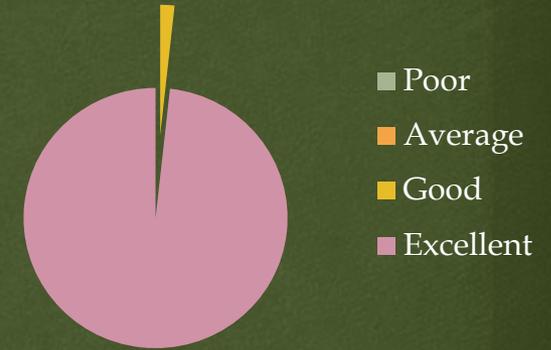




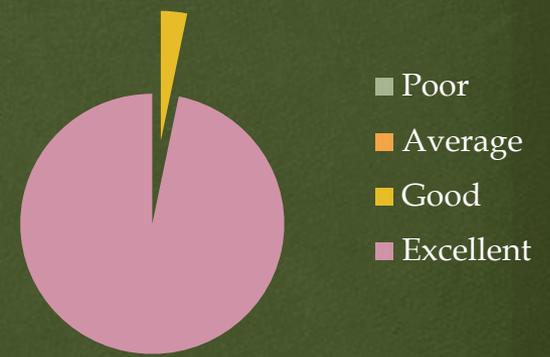
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**Q5. Did you feel your instructor was knowledgeable in the subject of Driving Instruction?**



**Q6. How would you rate your instructor's professionalism?**



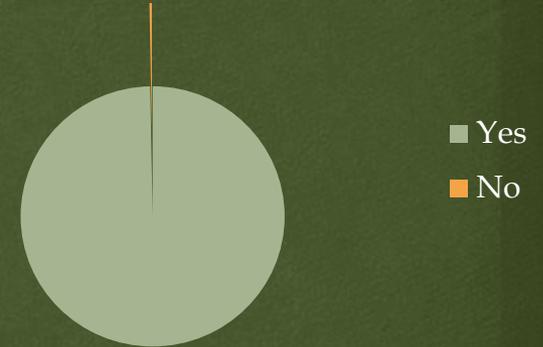


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Q7. Would you recommend your instructor to a friend?

The 1 no comment was actually a "Don't Know"



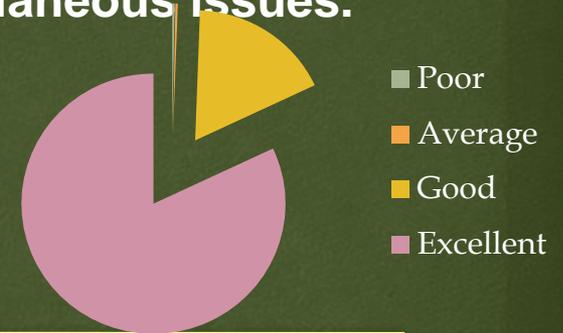


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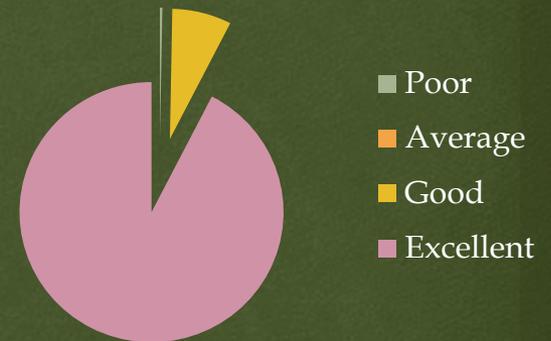


The final questions cover various miscellaneous issues.

**Q1. How would you rate your lessons in terms of Value for Money?**



**Q2. Did your instructor make your lessons enjoyable?**





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**I also asked for responses to the question “Could you please think of one issue that satisfied you the most during your instruction?” Responses include:**

- *Friendly & relaxed instructor made lessons enjoyable and less stressful.*
- *Lessons were tailored to my personal needs ~~as~~ <sup>as</sup> a student*
- *The encouragement, although everything was brilliant*
- *Getting my confidence up while driving the car*
- *Picking up from work and dropping off at home*
- *Very polite in pointing out my few mistakes!*
- *Teaching of bay parking*



## CP Driving



I also asked for responses to the question “Could you please think of one issue that satisfied you the most during your instruction?” (Cont.)

### Responses include:

- Lessons were tailored for my personal needs as a student
- The encouragement, though everything was brilliant
- My instructor was very friendly and made me feel at ease when I made mistakes! I learnt to drive quickly and easily and enjoyed it too.
- Patient and clear communication of driving instruction. Encouraging, also letting me know what I needed to improve!
- Clarity of the lessons and direction



## CP Driving



I also asked for responses to the question “Could you please think of one issue that satisfied you the most during your instruction?” (Cont.)

### Responses include:

- Colin made you relaxed and taught you very well and explained in detail.
- I always felt safe and secure, very positive about my driving.
- Instructor being friendly and understanding.
- Put me at ease with nerves
- Lessons were fast learning, value for money and enjoyable
- Good at calming me down and communicating



## CP Driving



I also asked for responses to the question “Could you please think of one issue that satisfied you the most during your instruction?” (Cont.)

### Responses include:

- I passed! Honest also didn't give lessons when not needed i.e. before I had done theory.
- He found an easy way to solve a problem
- How nice and friendly my instructor was.
- Colin was really nice when I failed, helped cheer me up.
- I liked the fact that my parents could come out with us as it allowed them to gain a better idea of how I was being taught.



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I also asked for responses to the question “Could you please think of one issue that satisfied you the most during your instruction?”  
(Cont.)

Responses include:

- *Very clear driving instruction, very patient.*
- *We were always talking about useful information and I never felt uncomfortable.*
- *Colin was the first instructor to make me feel comfortable (I have had 4!).*
- *He listened to me.*
- *Lessons worked well and fitted around me.*
- *Attention to detail, friendly encouragement.*



## CP Driving



I also asked for responses to the question “Could you please think of one issue that satisfied you the most during your instruction?”  
(Cont.)

Responses include:

- Great communication between teacher and pupil.
- Positive reinforcement as well as criticism.
- Sense of humour puts one at ease.
- I needed to have my confidence built and he was positive with his comments when I did things well.
- The unerring ability to arrive before my lesson and put his instructions



## CP Driving



I also asked for responses to the question “Could you please think of one issue that satisfied you the most during your instruction?”  
(Cont.)

Responses include:

- I have enjoyed every lesson and I would recommend Colin to my friends.
- Driving was enjoyable, everything was great.
- Was easy to contact to change lessons.
- Teaching methods are brilliant!



## CP Driving



I also asked for responses to the question “Could you please think of one issue that satisfied you the most during your instruction?”  
(Cont.)

Responses include:

- Colin adapted to my nervousness, his calmness encouraged me to continue driving.
- Made me comfortable and at ease.



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I also asked for responses to the question “Could you please think of one issue that **dissatisfied** you the most during your instruction?”

Comments Include:

- *The cost. Not keeping the car!*
- *Finding the manoeuvres hard* —  —
- *My self confidence*
- *Trouble booking available spots.*
- *The reverse gear sometimes "jumped" out.*
- *Gear box.*
- *Air conditioning could have been colder*



## CP Driving



I also asked for responses to the question “Could you please think of one issue that **dissatisfied** you the most during your instruction?”

Comments include:

- Would have liked to take test earlier.
- Maybe earlier to arrive, some times earlier than I was expecting.