

## Understanding the Charts

The first chart shows the type of work carried out by the tradesman. The length of each bar shows how many times that category of work has been reported on in the customer feedback returns. You can use this chart to see how many entries there have been for the particular work you are interested in.

The remaining charts provide a measure of a trader's performance using the criteria of: "Reliability"; "Courtesy"; "Helpfulness"; "Quality"; "Time Taken" and "Value". Each of these criteria are rated as either "Very Good"; "Good"; "Fair"; "Poor" or "Very Poor". A chart only shows the ratings where we have received feedback.



Number of returns where the work was completed within cost

