

Customer Satisfaction Surveys – Results for 2008/09

Total Number of Responses received

Question / Category	1	2	3	4	5
The notice given	1	2	1	5	4
The level of consultation on the scope and objectives of the audit	0	0	3	10	0
The auditors understanding of the systems and operational issues	0	0	3	8	2
The organisation of the audit and the impact on the service	1	1	3	6	2
The level of consultation during the audit	0	0	2	8	3
The professionalism and objectivity of the auditor	0	0	0	6	7
The exit meeting and/or feedback on the results of the audit	0	0	1	9	3
The opportunity to comment on the findings of the audit	0	0	0	9	4
The quality of the report – clarity and conciseness	0	0	3	6	4
The time taken to issue the report	4	1	5	3	0
The practicality and usefulness of the recommendations in the report	0	0	2	11	0
The overall benefit of the audit	0	0	3	8	2
Total	6	4	26	89	31
%	3.8%	2.5%	16.7%	57.0%	20.0%

Key

- 1 Poor
- 2 Just adequate
- 3 Satisfactory
- 4 Good
- 5 Very Good