



# Client Satisfaction Survey

## HOW HAVE WE DONE?

We aim to provide an excellent service and appreciate the invaluable feedback we receive from clients. To ensure we maintain standards, and listen to how we might improve, we'd like to know about your experience in using our services. We really appreciate a couple minutes of your time to give us your honest opinion by answering the questions below. Alternatively complete an online version at: [www.nexusifa.co.uk/feedback.php](http://www.nexusifa.co.uk/feedback.php)

## SATISFACTION QUESTIONNAIRE

Please place a tick against your answer

<b>1. Overall satisfaction with service</b>				
Very Satisfied	Satisfied	Indifferent	Dissatisfied	Very Dissatisfied
<b>2. Relevance of Advice</b> (i.e. how would you rate our recommendations in relation to your needs)				
Excellent	Good	Average	Poor	Very Poor
<b>3. Clarity of communication</b> (i.e. was everything clearly explained to let you make informed decisions)				
Excellent	Good	Average	Poor	Very Poor
<b>4. Meeting your expectations</b> (i.e. how well do you think we understood & met your needs)				
Very Well	Good	Average	Poor	Very Poor
<b>5. Appropriate level of contact</b> (i.e. how relevant & timely were our communications)				
Excellent	Good	Average	Poor	Very Poor
<b>6. Helpfulness of staff</b> (i.e. how well did we respond to any queries)				
Excellent	Good	Average	Poor	Very Poor
<b>7. Based on your overall experience, would you use Nexus again?</b>				
Definitely	Maybe	Unlikely		
<b>8. Based on your overall experience, would you recommend Nexus to others?</b>				
Definitely	Maybe	Unlikely		

If you would like to comment on the services provided, or make any suggestions as to how we can improve our services, please do so in the box below. Alternatively you can email any comments to [feedback@nexusifa.co.uk](mailto:feedback@nexusifa.co.uk)

Please be assured that your feedback will be dealt with in the strictest confidence. A selection of client comments is available on our website at: [www.nexusifa.co.uk/testimonials.html](http://www.nexusifa.co.uk/testimonials.html) however for client confidentiality we never identify clients by their full name, only first name or initials.

Please tick this box to consent to our using any of your comments on our website.

Thank you for taking the time to complete and return this survey. **Date completed:** \_\_\_\_\_

**Your Name:** \_\_\_\_\_ **Your Postcode:** \_\_\_\_\_