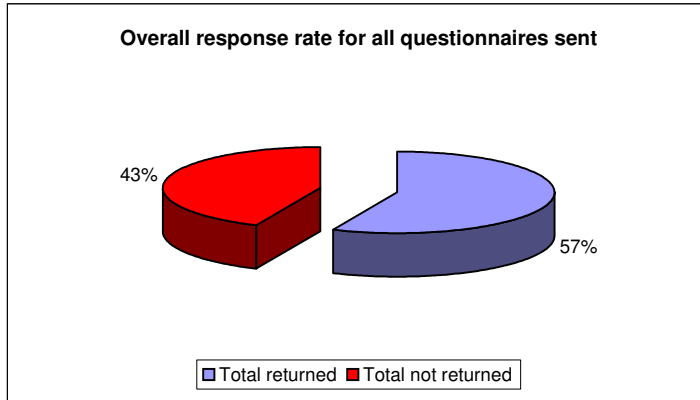


## Client Feedback Questionnaire Analysis - April 10 to Mar 11



### Summary of questionnaires returned for the past year

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
1) Overall, how satisfied are you with the services/ activities provided to you by White Horse Contractors Limited	0%	0%	0%	23%	77%

	Very unlikely	Unlikely	Neutral	Likely	Very likely
2) How likely is it that you would use White Horse Contractors Limited again, should the need arise?	0%	0%	3%	10%	87%
3) How likely is it that you would recommend the products and services provided by White Horse Contractors Limited to others	0%	0%	3%	3%	94%

4) Please rate your satisfaction with each of the following services/ activities provided to you by White Horse Contractors Limited	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
a) Initial enquiry, follow up, tender/ price submission	8%	3%	3%	35%	58%
b) Timeliness of mobilisation	8%	0%	10%	39%	52%
c) Resource allocation (quality and quantity of plant)	0%	0%	3%	13%	84%
d) Staff attitude, aptitude and presentation	0%	3%	0%	16%	81%
e) Undertaking & completion of the works	0%	3%	0%	23%	74%
f) Control & management of the works	0%	3%	0%	26%	71%
g) Completion, commissioning, final account and handover of the works	0%	3%	10%	29%	58%

Percentage responded on average satisfied/ very satisfied **95%**  
 Average for year Apr 09 to Mar 10 **95%**  
 Average for year May 08 to April 09 **87%**  
 Average for year May 07 to April 08 **91%**  
 Average for year May 06 to April 07 **92%**