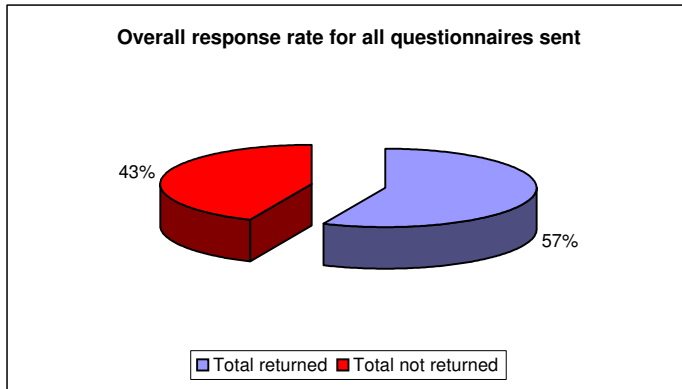


Client Feedback Questionnaire Analysis - May 09 to April 10



Total Sent: **55**
Total Returned: **31**
Total Not Returned **24**

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%	3%	23%	74%
	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	0%	3%	3%	35%	58%
b) Timeliness of mobilisation	0%	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 May 08 to April 09 **87%**
 Average for year May 07 to April 08 **91%**
 Average for year May 06 to April 07 **92%**

Questionnaires for concern:

Generally neutral/ dissatisfied:

C8-043 (Alison Nicholson Jun09), C9-041 (C Kressner Nov09) & S8-069 (Brickendon Grange GC Nov09)