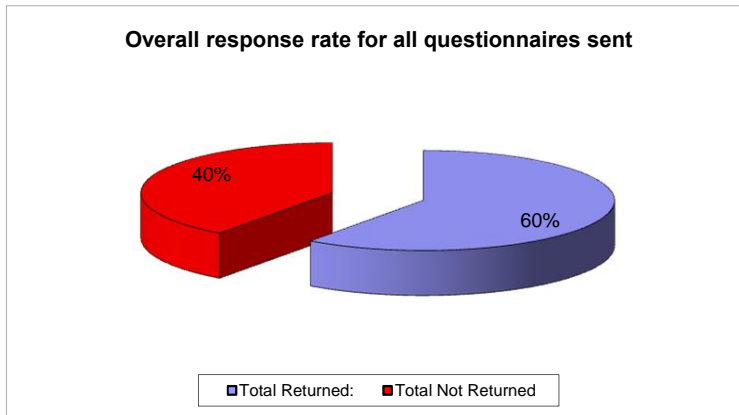


Client Feedback Questionnaire Analysis - 2014



Total Sent: 30
Total Returned: 18
Total Not Returned: 12

Questionnaires by Contract Manager

Contract Manager	Total
GT	3
JB	2
JW	1
LJ	4
NE	1
TI	7
Grand Total	18

Summary of questionnaire responses

	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%	6%	22%	72%

	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?	6%	0%	0%	22%	72%
3) How likely is it that you would recommend the products and services provided by White Horse Contractors Limited to others	0%	6%	6%	22%	67%

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%	6%	6%	11%	78%
b) Timeliness of mobilisation	0%	17%	6%	6%	72%
c) Resource allocation (quality and quantity of plant)	0%	0%	0%	22%	78%
d) Staff attitude, aptitude and presentation	0%	0%	0%	0%	100%
e) Undertaking & completion of the works	6%	0%	0%	11%	83%
f) Control & management of the works	0%	6%	6%	6%	83%
g) Completion, commissioning, final account and handover of the works	0%	6%	11%	6%	72%

Percentage responded on average satisfied/ very satisfied **91%**
Average for year 2013 **93%**
Average for year 2012 **95%**