

**Client:**

**Year end:**

	Excellent		Average		Poor	
	5	4	3	2	1	
1. Wherever possible we aim to add value to the running of your business. How successful were we in achieving this aim?						
2. We aim to minimise any disruption caused by the audit. How successful were we in achieving this aim?						
3. We aim to provide a timely service according to individual client needs. How successful were we in achieving this aim?						
4. We aim to develop excellent client relationships where we are seen as professional, friendly and approachable. How successful were we in achieving this aim?						
5. We aim to return all calls, emails, etc promptly. How successful were we in achieving this aim?						
6. What is your overall satisfaction with our service?						

Any other comments or changes you would like to see for next year?