

Transport for London Audit and Assurance Committee

Customer Feedback Form Summary in Q1 2021/22

Appendix 9

Internal Audit has issued 11 questionnaires, four returned (36%), average score of 91.1%

Integrated Assurance has issued 16 questionnaires, seven returned (44%), average score of 90.8%

Internal Audit Customer Feedback	Average score	Very good	Good	Satisfactory	Poor	Very Poor
1) The assignment timing was agreed with me and there was appropriate consideration of my other commitments as the work progressed	80.0%	2	1	1	0	0
2) The assignment was completed, and report issued within appropriate timescales	90.0%	3	1	0	0	0
3) Communication prior to the assignment was appropriate, including the dates and objectives	80.0%	2	1	1	0	0
4) Throughout the assignment I was kept informed of the work's progress and emerging findings	100.0%	4	0	0	0	0
5) The Internal Audit team demonstrated a good understanding of the business area under review and associated risks, or took time to build knowledge and understanding as the work progressed	85.0%	1	3	0	0	0
6) The Internal Audit Team acted in a constructive professional and positive manner	100.0%	4	0	0	0	0
7) A fair summary of assignment findings was presented in the report	100.0%	4	0	0	0	0
8) Assignment recommendations were constructive, practical and cost-effective	90.0%	2	2	0	0	0
9) My concerns were adequately addressed, and the review was beneficial to my area of responsibility and operations	95.0%	3	1	0	0	0
Total	91.1%	25	9	2	0	0

Integrated Assurance Customer Feedback	Average score	Satisfied	Dissatisfied	Not Applicable
Accuracy of the findings	85.7%	6	1	0
Communication with us during the audit	100.0%	7	0	0
Effectiveness of the management actions	83.3%	5	1	1
Our professional manner	100.0%	7	0	0
Our receptiveness to your concerns	100.0%	6	0	1
Our understanding of your area	85.7%	6	1	0
Scheduling of the audit	71.4%	5	2	0
Time taken to receive the final report	100.0%	7	0	0
Total	90.8%	49	5	2