

Transport for London Audit and Assurance Committee

**Customer Feedback Form Summary in Q2 2021/22**

**Appendix 9**

Internal Audit has issued seven questionnaires, two returned (29%), average score of 91.1%  
 Integrated Assurance has issued 12 questionnaires, six returned (50%), average score of 93.3%

Internal Audit Customer Feedback Summary	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	90.0%	1	1	0	0	0
2) The assignment was completed and report issued within appropriate timescales	90.0%	1	1	0	0	0
3) Communication prior to the assignment was appropriate, including the dates and objectives	90.0%	1	1	0	0	0
4) Throughout the assignment I was kept informed of the work's progress and emerging findings	60.0%	0	0	2	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	90.0%	1	1	0	0	0
6) The Internal Audit Team acted in a constructive professional and positive manner	100.0%	1	0	0	0	0
7) A fair summary of assignment findings was presented in the report	100.0%	2	0	0	0	0
8) Assignment recommendations were constructive, practical and cost-effective	100.0%	2	0	0	0	0
9) My concerns were adequately addressed and the review was beneficial to my area of responsibility and operations	100.0%	2	0	0	0	0
<b>Total</b>	<b>91.1%</b>	<b>11</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>

Integrated Assurance Customer Feedback	Average Score	Satisfied	Dissatisfied	Not applicable
Accuracy of the findings	100.0%	6	0	0
Communication with us during the audit	100.0%	6	0	0
Effectiveness of the management actions	100.0%	6	0	0
Our professional manner	100.0%	6	0	0
Our receptiveness to your concerns	80.0%	4	1	1
Our understanding of your area	100.0%	5	0	0
Scheduling of the audit	83.3%	5	1	0
Time taken to receive the final report	83.3%	5	1	0
<b>Total</b>	<b>93.3%</b>	<b>43</b>	<b>3</b>	<b>1</b>