

Integrated Assurance Customer Feedback Form Summary in Q3 2021/22

Appendix 9

Integrated Assurance has issued 14 questionnaires, nine returned (64%), average score of 95.8%

Integrated Assurance Customer Feedback	Average Score	Satisfied	Dissatisfied	Not applicable
Accuracy of the findings	88.9%	8	1	0
Communication with us during the audit	100.0%	9	0	0
Effectiveness of the management actions	100.0%	9	0	0
Our professional manner	100.0%	9	0	0
Our receptiveness to your concerns	100.0%	8	0	1
Our understanding of your area	88.9%	8	1	0
Scheduling of the audit	88.9%	8	1	0
Time taken to receive the final report	100.0%	9	0	0
Total	95.8%	68	3	1