

## Transport for London Audit and Assurance Committee

### Customer Feedback Form Summary in Q2 2022/23

### Appendix 9

Internal Audit has issued three questionnaires, none returned

Quality, Safety and Security Assurance has issued 21 questionnaires, nine returned (42.9%), average score of 100%

Quality, Safety and Security Assurance	Average Score	Satisfied	Dissatisfied	Not applicable
Accuracy of the findings	100.0%	9	0	0
Communication with us during the audit	100.0%	8	0	1
Effectiveness of the management actions	100.0%	9	0	0
Our professional manner	100.0%	8	0	1
Our receptiveness to your concerns	100.0%	9	0	0
Our understanding of your area	100.0%	8	0	1
Scheduling of the audit	100.0%	9	0	0
Time taken to receive the final report	100.0%	9	0	0
<b>Total</b>	<b>100.0%</b>	<b>69</b>	<b>0</b>	<b>3</b>