

Transport for London Audit and Assurance Committee

Customer Feedback Form Summary in Q4 2022/23

Appendix 9

Internal Audit has issued 17 questionnaires, five returned (29.4%), average score of 86.3%

Quality, Safety and Security Assurance has issued 27 questionnaires, seven returned (25.9%), average score of 91.1%

Internal Audit Customer Feedback Summary	Average Score	Very Good	Good	Poor	Very Poor	Total
1) The audit addressed the risks as agreed at the beginning of the audit	83.3%	2	3	0	0	5
2) The assignment was completed, and report issued within appropriate timescales	91.7%	3	2	0	0	5
3) I was kept informed of the audit's progress and emerging findings	70.0%	1	2	2	0	5
4) The audit team acted in a professional manner and in line with TfL Values	100.0%	5	0	0	0	5
Total	86.3%	11	7	2	0	20

Quality Safety and Security Assurance Customer Feedback Summary	Average Score	Satisfied	Dissatisfied	Not Applicable	Total
Accuracy of the findings	85.7%	6	1	0	7
Communication with us during the audit	85.7%	5	1	1	7
Effectiveness of the management actions	85.7%	5	1	1	7
Our professional manner	100.0%	7		0	7
Our receptiveness to your concerns	100.0%	6		1	7
Our understanding of your area	85.7%	6	1	0	7
Scheduling of the audit	100.0%	7		0	7
Time taken to receive the final report	85.7%	6	1	0	7
Total	91.1%	48	5	3	56

Note: Data extracted based on invitations sent in Quarter 4 of 2022/23