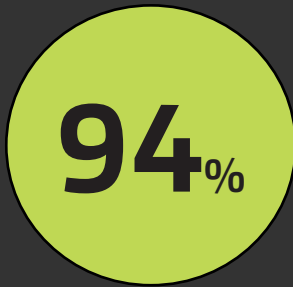


2021 client survey results



Of clients said they would recommend us

Delivering outstanding client service is at the heart of everything we do, which is why our annual client satisfaction survey and its findings are of great importance to us, this year more than ever.

Client feedback helps us to continuously improve and strive to be the best we can be for our clients, which is one of our core values. The survey was sent to over 2,500 clients by email. Our results are shown below:

Our understanding of you



We scored
4.5/5

We listen to our clients and understand what is important to them. We deliver what they need and get it right first time.

Ease of contacting staff members



We scored
4.5/5

Regular communication is an essential part of any trusted relationship and we design our communications plan around our clients and develop the best routine for them in all aspects of our service.

Friendliness and professionalism of the team



We scored
4.7/5

It is our mission to engage with our clients to deliver technical excellence and quality in everything we do in a friendly and professional manner.

Being transparent with our fees



We scored
4.3/5

Our approach to fees is to be value-driven with no hidden surprises. We aim to deliver the highest quality service in the most cost-effective manner for both parties.

Now, for tomorrow

Our services



95%

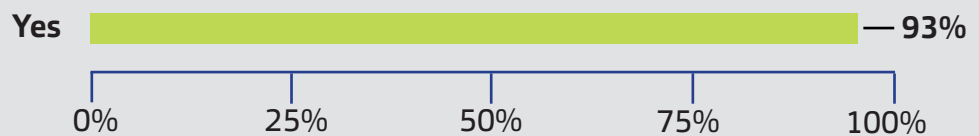
Said we delivered to the agreed timescale



On work completed our clients rated us

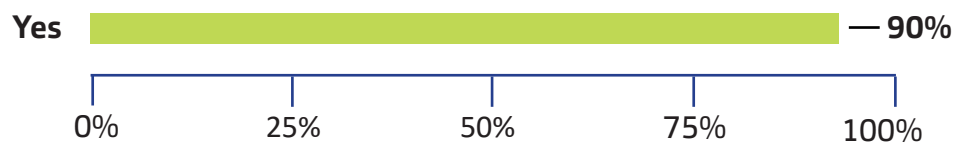
4.6/5

Do you feel we supported you during the pandemic?



Communication

Do you feel we communicated with you regularly throughout 2020?



How our clients want us to communicate with them going forward



15%

Online meetings



34%

Physical meetings



51%

Mix of both

What our clients tell us they like about us the most

Communication	Professional	Friendly
Efficient	Informative	Responsive
Pro-active	Trustworthy	Great Relationship
Consistent	Helpful	Supportive
Knowledgeable	Pragmatic	Flexible

Now, for tomorrow