

Customer Satisfaction Survey 2013

In September 2013, as part of our commitment to continuous improvements to our service, UK Engage carried out a customer satisfaction survey to see if our service remained at a consistent level to that achieved in 2012.

Conducting our survey every year not only means that we are compliant with our Customer Service Excellence Award but also provides a platform for us to further improve our service to our customers year in, year out.

Our Customer Service target, which also relates to our ISO 9001 Quality Standard, is currently at an overall 90% satisfaction rating. The results of our survey show satisfaction levels ranging from contact with our team, service and products to the way our customers compare us to other service providers are all above target.



Key:

— Satisfaction rating

OVERALL SATISFACTION

Overall level of satisfaction in relation to UK Engage products and services:

94%

"The service was excellent and the quality of the election materials was of a very high standard."

CONTACT

<p>Quality, ease of understanding, appropriate content and detail of our proposal document:</p> <p>100%</p> <p><i>"Clear and concise information that was tailored to our needs."</i></p>	<p>Experience of your contact with sales person in terms of understanding and meeting your needs:</p> <p>94%</p> <p><i>"UK Engage took the time to explore needs and suggested options to meet our needs."</i></p>	<p>Efficiency, knowledge, helpfulness, reliability and understanding of your Account Manager (day-to-day contact):</p> <p>94%</p> <p><i>"Nicola was excellent, nothing was too much trouble and she guided me through the process with great ease and efficiency."</i></p>
--	---	---

SERVICE

<p>Experience of UK Engage in dealing with voter and candidate queries on your behalf:</p> <p>94%</p> <p><i>"UK Engage 'went the extra mile' to ensure we were satisfied and we felt we were in safe hands."</i></p>	<p>UK Engage's input and performance at the candidate workshops:</p> <p>100%</p> <p><i>"Provided me with the materials to run the workshops - this was my choice due to resources."</i></p>	<p>Service experience relating to delivery, attention to detail, meeting deadlines and overall customer support:</p> <p>94%</p> <p><i>"Would definitely use again should the need arise."</i></p>
---	--	--

Key Facts

OVERALL SATISFACTION
Up 4% on 2012.

CONTACT
Top marks for our proposal materials - a 100% score.

Key Facts

PRODUCTS

'Excellent' satisfaction rating increase by 31% for 'design of materials.'



COMPARISON

ALL our customers would recommend our service for the second year running.



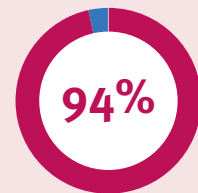
PRODUCTS

Quality of design and presentation of the election stationery (i.e. nomination forms, candidate statements, postal ballot packs, leaflets and newsletters):



"All documentation was well designed with the right colour balance. I did not have to make any amendments to the design at all."

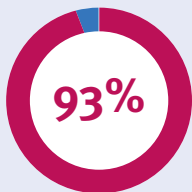
Effectiveness of our election stationery designs and the impact on voter turnout:



"Working jointly with UK Engage, we have significantly increased the turnout at the elections and AGM."

COMPARISON

Comparison of our products, methods and service delivery to other Election Service providers:



"UK Engage provide a tailored service and always go the extra mile to ensure that our needs are met."

Customers that would recommend UK Engage to a colleague or another organisation:



"Tony Slater was excellent to deal with, as was Sharon Guy. Professionals in every sense. Overall we were delighted both with the quality, performance and attention to detail. I would have absolutely no hesitation in recommending UKE to any other NHS Trust."

Other Comments

"The experience from start to finish was first class - both in terms of stationery received but also the communication during the referendum keeping us aware of all issues that arose."

"A professional, knowledgeable and tailored service."

"Extremely helpful service!"

"They made the election process seamless from start to finish and supported both me and the nominees every step of the way."