A picture containing drawing, clock, meter

Description automatically generated

**Client Satisfaction Survey**

As part of our aim to monitor and improve the quality and value of the service we provide to you, it would be much appreciated if you could take a few moments to complete this satisfaction survey and return it to us either by post, or email.

**Please score from 0-10: 0 = very unsatisfied 10 = very satisfied**

|  |  |  |
| --- | --- | --- |
| 1 | How satisfied are you with your overall experience with Mazars LLP during the audit for the year ended 31 March 2021? |  |
| 2 | How satisfied are you with the clarity of the information sent to you with the Annual Governance and Accountability Return? |  |
| 3 | If the firm contacted you with a request for further information or with queries relating to the audit after your initial submission, how satisfied were you with:  a) the timeliness of the request for information or query?  b) the clarity of the request for information or query? | (if not applicable, please answer N/A) |
| 4 | If any matters were brought to your attention on completion of the audit in Section 3 of the Annual Governance and Accountability Return, how satisfied are you that the matters raised were helpful and easy to understand? |  |
| 5 | If you contacted the audit team for general information or assistance, how satisfied were you with the outcome? | (if not applicable, please answer N/A) |
| 6 | Please provide any further comments, for example where you have scored any of the above questions below 5. | |
| **Council Name:** | | |
| **Name/Signature: Position held:** | | |

**Thank you for your time.  
Please return either by email or post to:  
Email:** [**local.councils@mazars.co.uk**](mailto:local.councils@mazars.co.uk) **Post:** **The Corner, Bank Chambers, 26 Mosley Street, Newcastle upon Tyne, NE1 1Df**