

UCS Consultants Ltd

Client Satisfaction Analysis 2010

Although UCS Consultants is a major UK fundraising consultancy, we hope that our style is relaxed, friendly and client centred. Our operating culture is as “flash-free” as we can make it. UCS Consultants is determined that it puts clients and their needs first. We are proud of the fact that more than 80% of our new work is based on client recommendation. Each year we analyse client satisfaction and try to improve our service. The analysis of the 2010 client satisfaction survey gave us great pleasure. On every measure we scored 100% Very Good or Good, with an average of 84% Very Good on each heading.

How satisfied were you with the following?	Where applicable
	Very Good or Good
The initial information provided by UCS	100%
Contract negotiation and agreement	100%
Quality of work and advice	100%
Clarity of advice	100%
Consultancy flexibility	100%
Contract closure (if project has ended)	100%
Post Contract Support	100%

How would you describe the consultant/s' performance	Where applicable
	Very Good or Good
Was the work practical & measurable?	100%
Was the work delivered on time?	100%
Was the work delivered on budget?	100%
Did UCS have the staff and resources to deliver the work?	100%
Was progress reviewed regularly?	100%
Did UCS respond to problems adequately?	100%
Did you feel UCS understood your organisation?	100%

How satisfied were you with the consultant/s?	
Worked hard	100%
Worked effectively	100%
Communicated clearly	100%
Responded to your needs appropriately	100%
Responded to out of hours emergencies	100%
Delivered what they promised	100%
Were good value for money	100%

We are proud that this is the seventh year in a row that we have achieved this level of success. This survey was of clients in the twelve months to November 2010.

Peter Panteli
