



## 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 2020?	
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.	
<b>Council Name:</b>		
<b>Name/Signature:</b>		<b>Position held:</b>

**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:** Mazars LLP, Salvus House, Aykley Heads, Durham, DH1 5TS