



Please help us to improve the service we provide to you and to others by giving us your honest opinions in response to the following questions. We take your opinions very seriously and continuously look to develop so that we can match our service to meet your needs.

If you have any suggestions or opinions which you would rather raise in person please contact your accountant who will be happy to discuss these with you in person or over the telephone.

How satisfied are you with the following services provided by Morris Cook?

Please tick the appropriate box - 5 being 'Very satisfied', 4 'Satisfied', 3 'Neutral', 2 'Unsatisfied', 1 'Very unsatisfied'

Table with 6 columns: 5, 4, 3, 2, 1, N/A

Table with 6 columns for each service: Accounts preparation, Auditing, Self Assessment Tax Return preparation, VAT preparation, Payroll services, Financial services

Please indicate how strongly you agree with the following statements by ticking the appropriate box:

5 being 'Strongly agree', 4 'Agree', 3 'Neutral', 2 'Disagree', 1 'Strongly disagree'

Table with 6 columns for each statement: We are friendly and courteous, You always get to speak to someone who can help or we get back to you within a reasonable time, You have as much face to face contact with your Accountant as you need, We complete our work for you within a suitable timescale, We respond to your questions and requests promptly, We explain technical issues in a language you understand, We understand your business and tax affairs, We give proactive advice relevant to you and your business, We provide feedback to you with improvements you can make to your record keeping, Our monthly e-mail newsletter is a valuable source of information, Our bills are clear, We provide good value for money, You would recommend us to friends, family and colleagues if the opportunity arose

Any other comments? [Large empty box for text input]

If you wish to tell us, please complete your details below:

How long have you been a client of Morris Cook for? ..... Years

Name: .....

Address: .....

Post Code: .....

Would you like us to contact you to discuss any of your comments?

Yes No