



Practical, Prompt, Professional HR Solutions

## **2008-2009 CLIENT SURVEY RESULTS**

The official client survey is undertaken each year with the purpose of:

- understanding where improvements can be made in the HR service and product provision
- ensuring that client's needs are being met
- welcoming comments regarding the service and product provision

Sue Schoormans (Managing Director) wishes to take this opportunity to thank all clients who contributed to this year's survey. The feedback was very much appreciated and valued.

Remember you do not have to wait until the annual survey to send us your comments. We do welcome them at any time in the year. Simply email [sue@completepeoplemanagement.co.uk](mailto:sue@completepeoplemanagement.co.uk) or telephone her on 0208 8168 726.

The 2008-2009 survey was carried out in May 2009. The results are detailed in the following pages.



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## **Survey Question Results**

**43% of clients actually responded**

**100% of respondents said they would recommend the HR products and HR Services of Complete People Management Ltd**

**100% of respondents said they had received value for money related to the following products**

- Employment Contracts
- Employee Handbook
- HR Policies and Procedures
- Employment Forms and Letters
- Personality Profiling

**100% of respondents said they had received value for money related to the following services**

- Employment Advice
- Recruitment and Selection including assessment centres
- HR management project work
- Training and Development

**100% of respondents said the HR products they had purchased had met their needs.**

**100% of respondents said the HR services they had purchased had met their needs.**

**100% of respondents said there were no other HR products and/or services they would like to see provided by the company.**



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## **Respondents Comments**

Respondents volunteered the following comments:

As always your prompt response is something to be proud of, if everybody got back to us as quickly as you do life would be much easier.

Of the products and services purchased from Complete People Management, I couldn't be more pleased with the thoroughness and professionalism applied to each item.

Very pleased with prompt effective service.

This service has been invaluable, we have gone through so much in our business in the past three years and Complete People Management has been brilliant.

Sue was extremely helpful, knowledgeable and supportive. She was very quick with her response and advice and provided thorough HR procedures with regards to Maternity Leave and amending Employment Contracts.

Always provide a good and efficient service. Products are easy to understand.

Always professional, excellent service and advice. Proficient and knowledgeable and good to have as an associate & colleague.

Products are always kept up to date as soon as there is a change in legislation. Service is always given in a friendly and efficient manner. We always have full confidence in any advice given by Complete People Management.



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## **Actions following the Feedback**

The survey results provided no actions this year which naturally is great news however we always seek to improve our service to clients and would like to share with you that we will be developing in the following areas over the forthcoming months:

- All employment letters will be made available on the company website for clients that subscribe to the complete sets of HR policies and procedures and employment forms and letters.
- TetraMap workshops will be delivered to improve communications and reduce conflict in the workplace. This is seen as a tactical tool to support all other forms of training or to simply use as a stand alone tool.
- All clients will be offered the opportunity to earn money through referring HR products to other businesses.



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## Survey Questions

1. Would you recommend the HR products of Complete People Management Ltd?
2. Would you recommend the HR services of Complete People Management Ltd?
3. If you have purchased any of the following products do you consider that you received value for money?
  - a. Employment Contracts
  - b. Employee Handbook
  - c. HR Policies and Procedures
  - d. Employment Forms and Letters
  - e. Personality Profiling
  - f. Attitude and Aptitude Testing
  - g. Online Skills Testing
  - h. Application Validation
  - i. Emotional Intelligence
  - j. 360° Feedback
4. If you have purchased any of the following HR services do you consider you have received value for money?
  - a. Employment Advice
  - b. Recruitment and Selection including assessment centres
  - c. HR management project work
  - d. CV Writing
  - e. Training and Development
  - f. TetraMap
5. If you have purchased any of the HR products did they meet your needs?
6. If you have purchased any of the HR services did they meet your needs?
7. Are there any other HR products and/or services you would like to see us provide?