



Practical, Prompt, Professional HR Solutions

2009-2010 CLIENT SURVEY RESULTS

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

- o understanding where improvements can be made in the HR service and product provision
- o ensuring that client's needs are being met
- o 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 is 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 at sue@completepeoplemanagement.co.uk or telephone her on 0208 8168 726.

The 2009-2010 survey was carried out in February 2010. The results are detailed in the following pages.



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Survey Question Results

34% of clients 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 purchased

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

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

- Employment Advice
- Recruitment and Selection including assessment centres
- Training and Development, specifically TetraMap

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:

I have been extremely impressed with Sue; her explanations of HR Issues, her thoroughness and advice given on different employment situations. She has been extremely approachable and will always call back at any time of day if a situation is important. She has a very strong understanding of all HR issues and is able to talk through complex and difficult situations with confidence. She has always been a great asset to Furze Rogers and I would not hesitate in recommending (as I have already done) to people I already know in the recruitment world.

Excellent, professional, timely and great colleague.

All products are always up to date and comply with legislation. Sue is very professional and efficient and her advice and support is greatly appreciated.

We always receive excellent service from Complete People Management. Updates are provided regularly as legislation changes. Advice is always given efficiently and accurately making the service one we can rely on without question.



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Actions following the Feedback

The survey results provided no actions this year which of course 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:

- Focus upon consultancy services related to increasing employee performance and development through techniques including:
 - Strategy and structure formulation
 - Communication and team building skills
 - Goal setting with a difference
 - Establishing and building rapport
 - Corporate values
 - Interviewing skills
 - Decision making
 - Change management

- Continued implementation of TetraMap workshops as a simple yet effective tool to improve communications and reduce conflict in the workplace. More information here:
<http://www.completepeoplemanagement.co.uk/tetramap>

- All clients are offered the opportunity to earn money through referring HR products to other businesses. More information here:
http://www.completepeoplemanagement.co.uk/policies_procedures_forms_letters or telephone us on 02088168726.



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Survey Questions

1. Would you recommend the HR products & services of Complete People Management Ltd?
2. 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
3. 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
4. If you have purchased any of the HR products did they meet your needs?
5. If you have purchased any of the HR services did they meet your needs?
6. Are there any other HR products and/or services you would like to see us provide?