


Client Satisfaction Survey 2020

2020 Client Satisfaction Survey

Theorise asked for feedback from our College & University Clients on the quality of the service provided and the calibre of support staff we provided in the 19-20 academic year with the objective of rating:

 The professionalism and calibre of our support staff

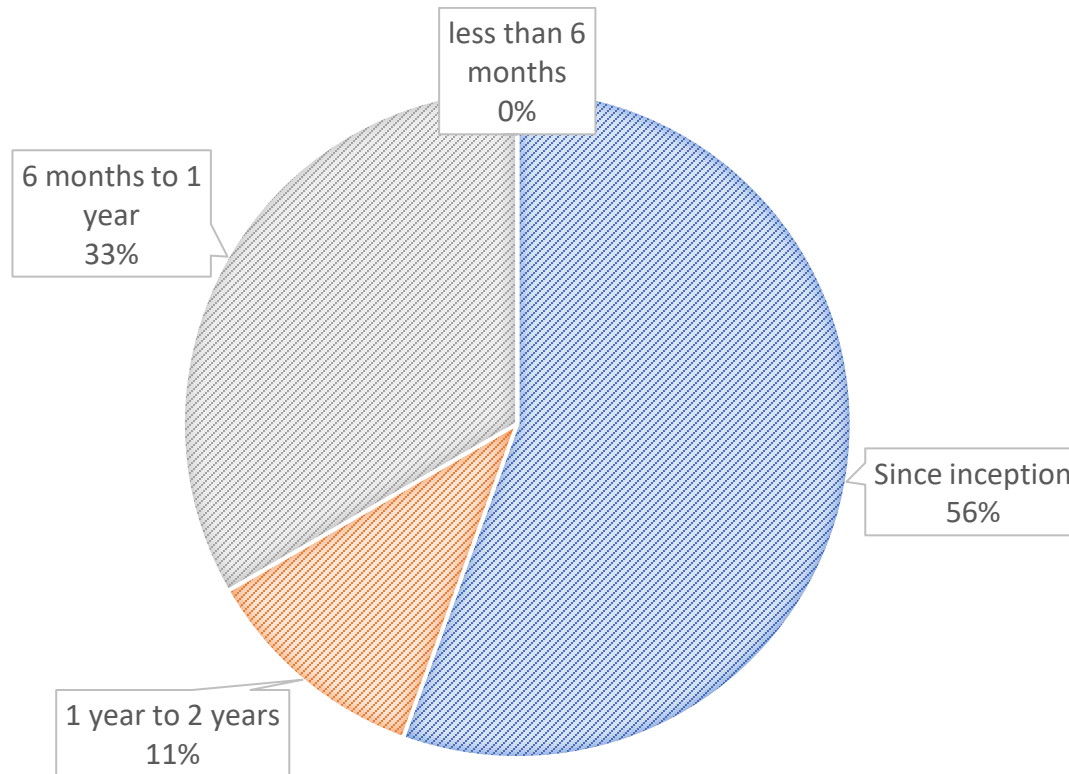
 The consistently high quality of service always ensuring that two-way communication is open, honest, and timely

 How we compare with other agencies to allow us to deliver, improve and ensure we deliver a 1st class service grow as a business

All Theorise clients were asked for feedback and we were delighted to receive 80% returned.

Time with us?

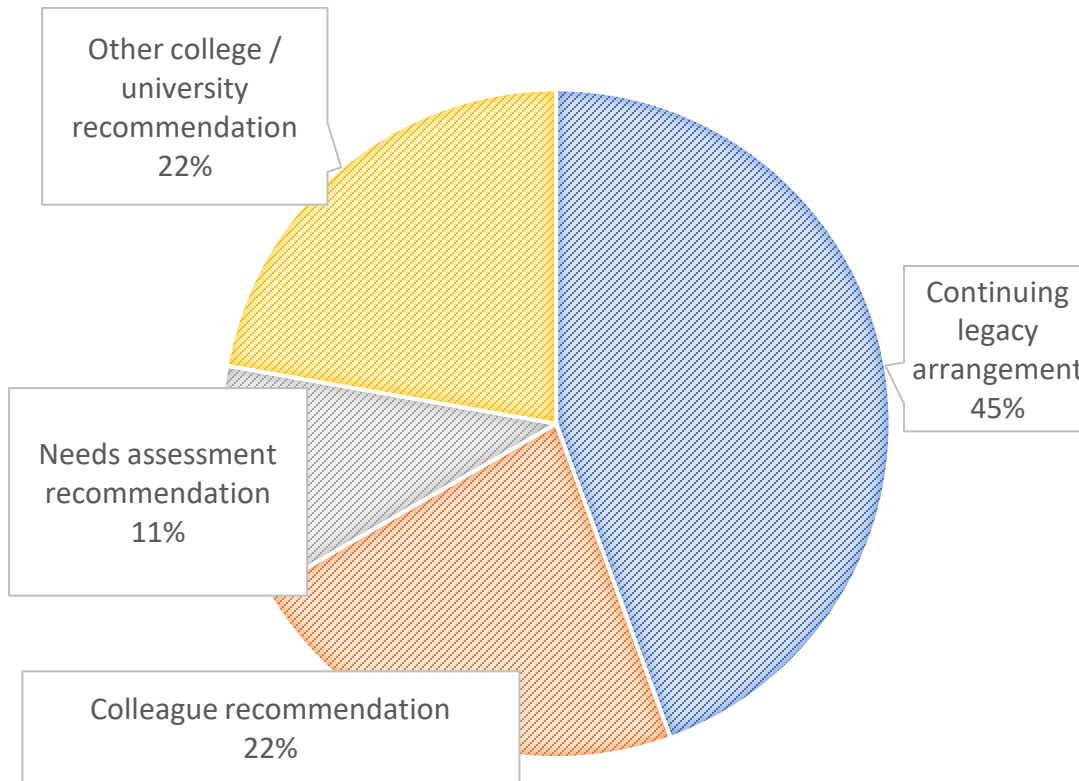
How long have you been a client of Theorise Ltd?



- Since inception – 56%
- 1 to 2 years – 11%
- 6 months to 1 year – 33%
- Less than 6 months – 0%

How did you hear about us?

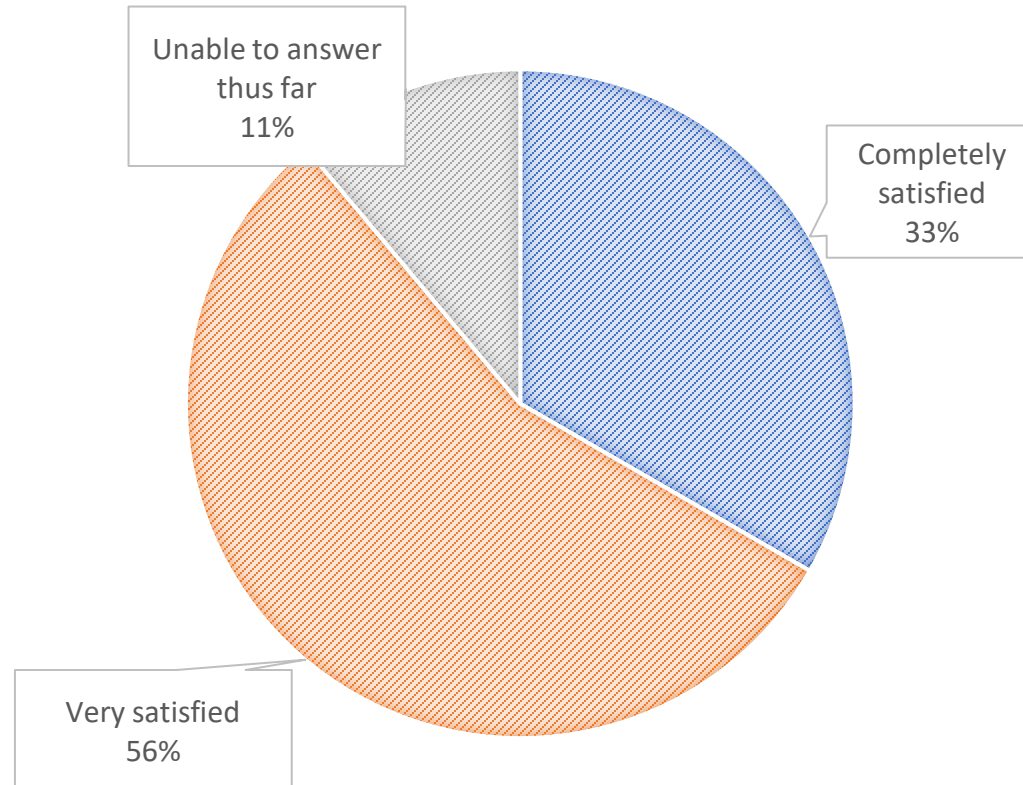
How did you first hear about Theorise Ltd?



- Continuing legacy arrangement – 45%
- Other college / university recommendation – 22%
- Needs assessment recommendation – 11%
- Colleague recommendation – 22%

How did we do?

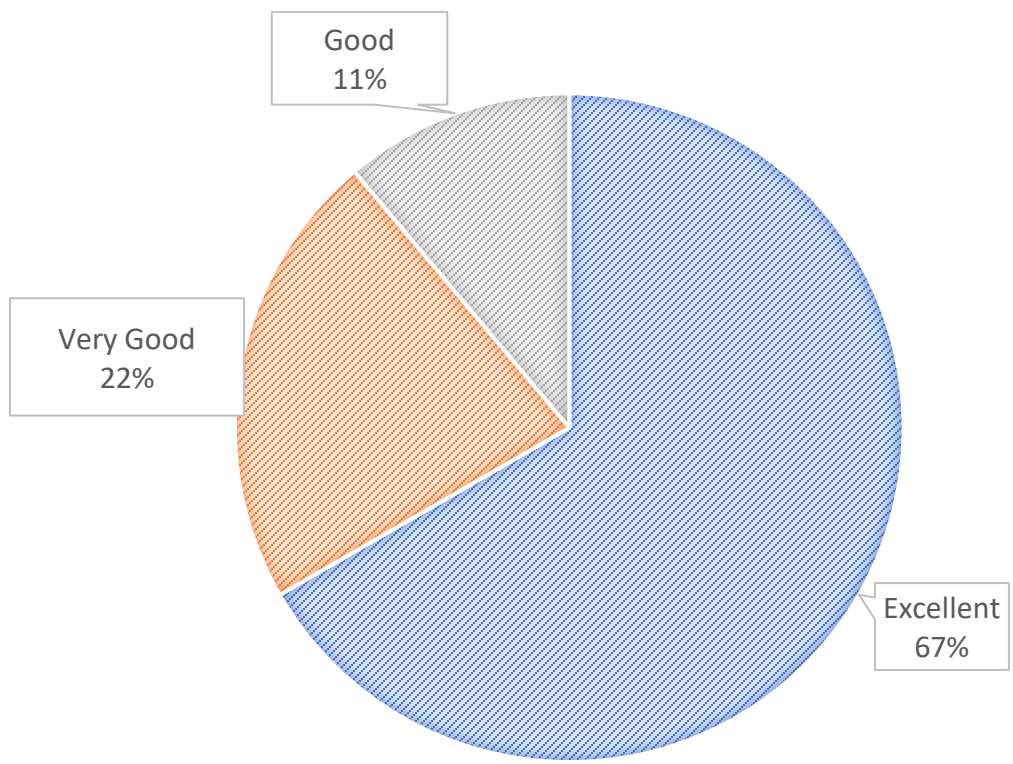
How satisfied were you with the calibre of support staff provided by Theorise Ltd to support your students?



- Completely satisfied – 33%
- Very satisfied – 56%
- Moderately satisfied – 0%
- Not at all satisfied – 0%
- Unable to answer thus far – 11%

How efficient were we?

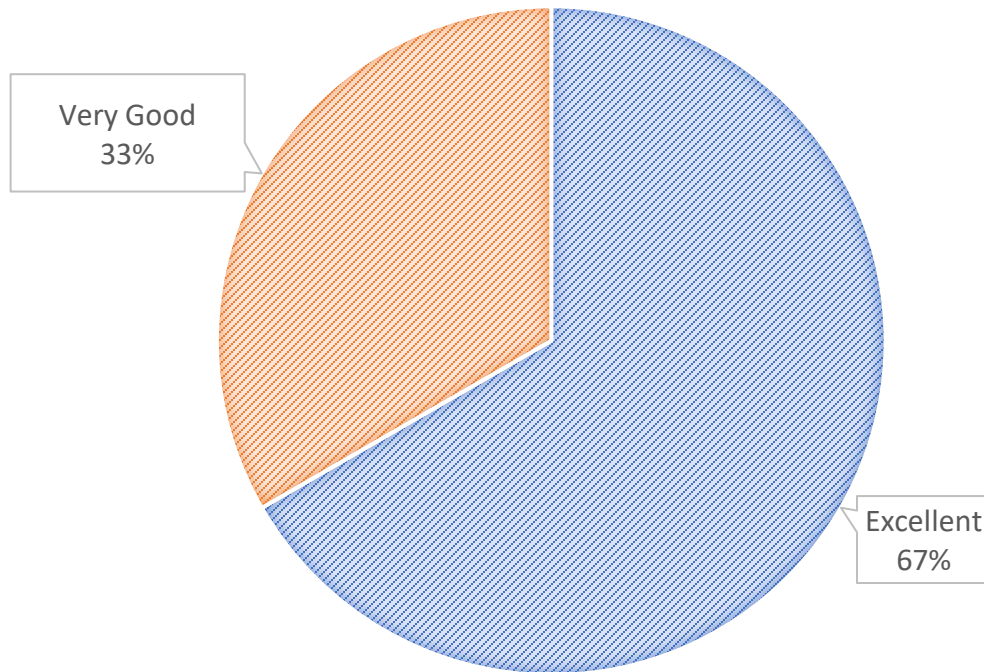
How would you rate Theorise response time to match our support staff with students?



- Excellent – 67%
- Very good – 22%
- Good – 11%
- Average – 0%
- Poor – 0%

How efficient were we?

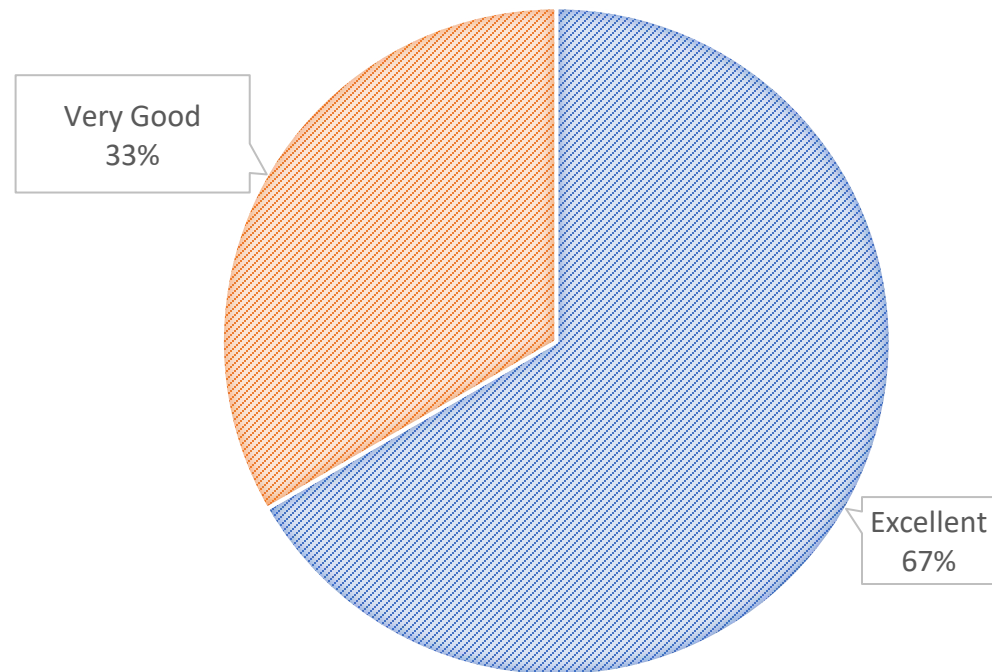
How would you rate Theorise response time to answering any queries / concerns you had?



- Excellent – 67%
- Very good – 33%
- Good – 0%
- Average – 0%
- Poor – 0%
- N/A – 0%

How did we engage with you?

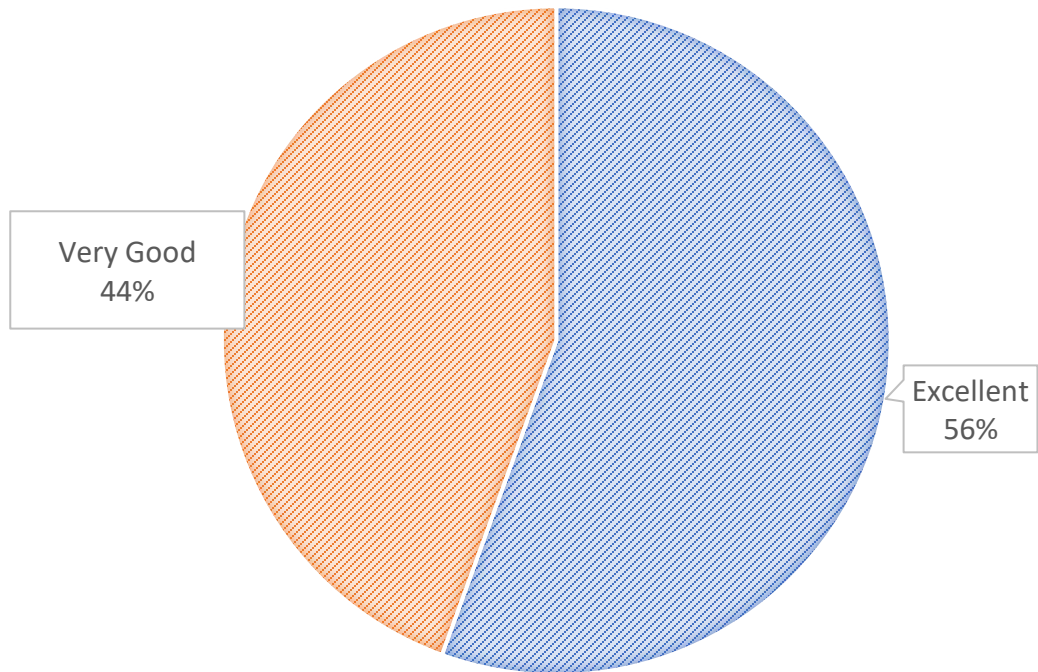
How would you rate the level of communication you had with the Theorise team throughout this academic year?



- Excellent - 67%
- Very good - 33%
- Good - 0%
- Average - 0%
- Poor - 0%
- N/A - 0%

Our service standards

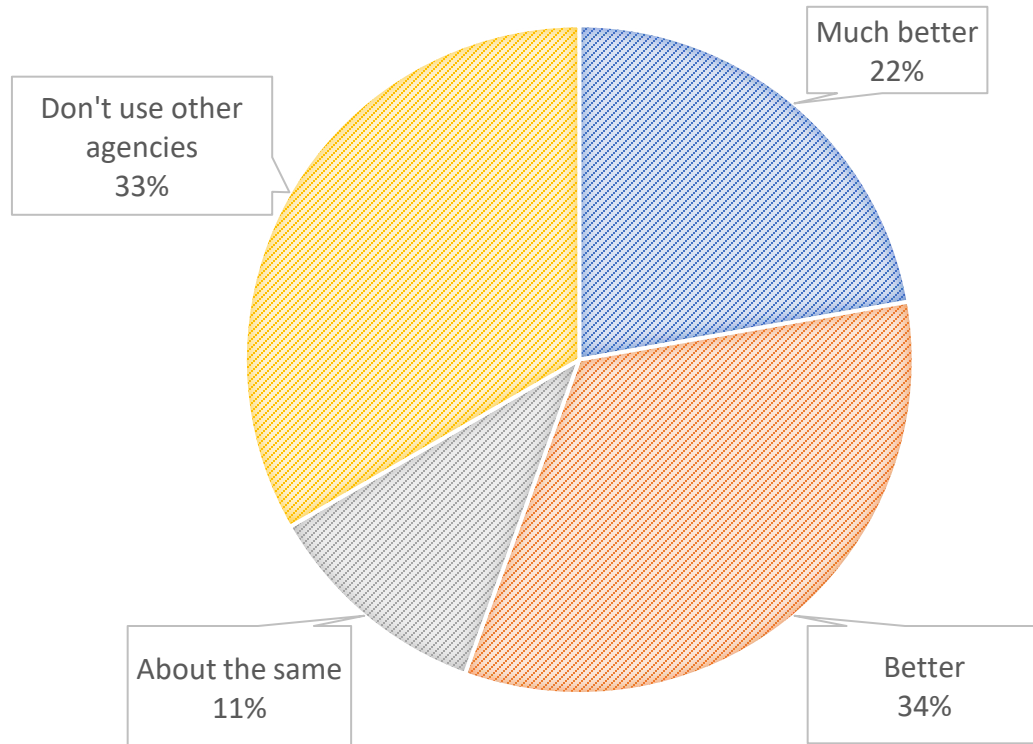
How would you rate the overall service you received from Theorise in this academic year?



- Excellent – 56%
- Very Good – 44%
- Good – 0%
- Average – 0%
- Poor – 0%

Our service standards

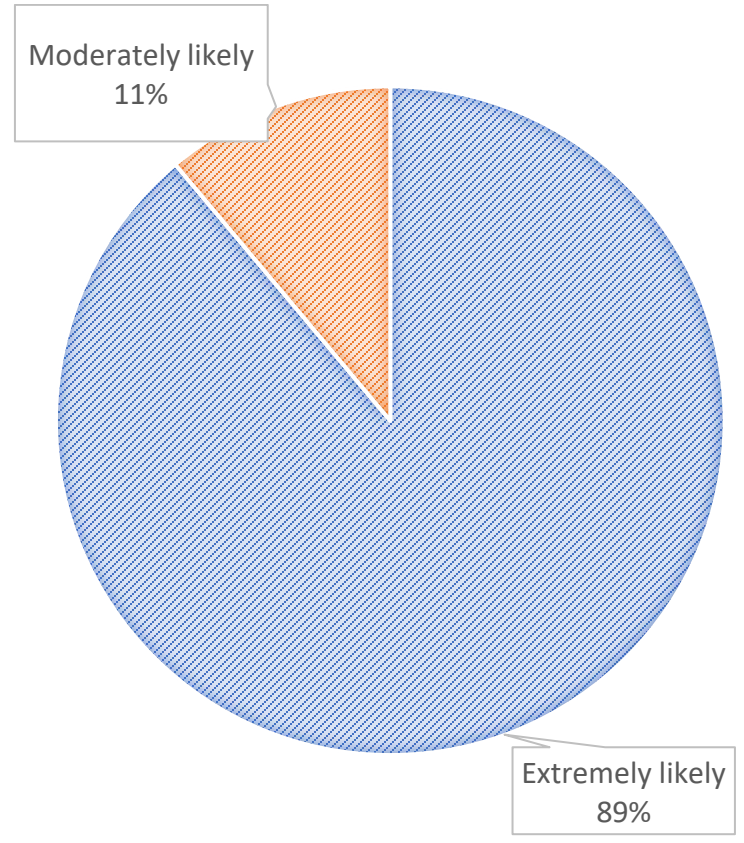
How would you compare the service you received from Theorise against other agencies with whom you engage?



- Much better – 22%
- Better – 34%
- About the same – 11%
- Worse – 0%
- Much worse – 0%
- Don't use other agencies – 33%

Did we impress?

How likely are you to use Theorise Ltd's services in future?



- Extremely likely – 89%
- Moderately likely – 11%
- Unlikely – 0%
- Never – 0%


Feedback

Here are some of the open comments we received in the survey:

“I would like to add how impressed I am with the efficiency and professionalism shown by Theorise. My request for support was responded to very swiftly and the communication throughout the whole process has been exemplary. Feedback from the student has also been extremely positive in relation to the support provided.” - Inverness College UHI D&I Adviser

“We have worked with Theorise for a number of years now, they continue to provide our students with an excellent standard of support. The team at Theorise are responsive to student needs and concerns and will do their utmost to ensure that each student is supported to their individualised needs. Equally, the team will endeavour to pair up students with an appropriate support worker and if and when a relationship between support worker and student requires a change (which is not the norm) Theorise are more than willing to facilitate that change.” - Perth College UHI D&I Adviser

“Dany and all his (Theorise Ltd) Support Staff are amazing thank you for making life easier.” – Queen Margaret University D&I Adviser

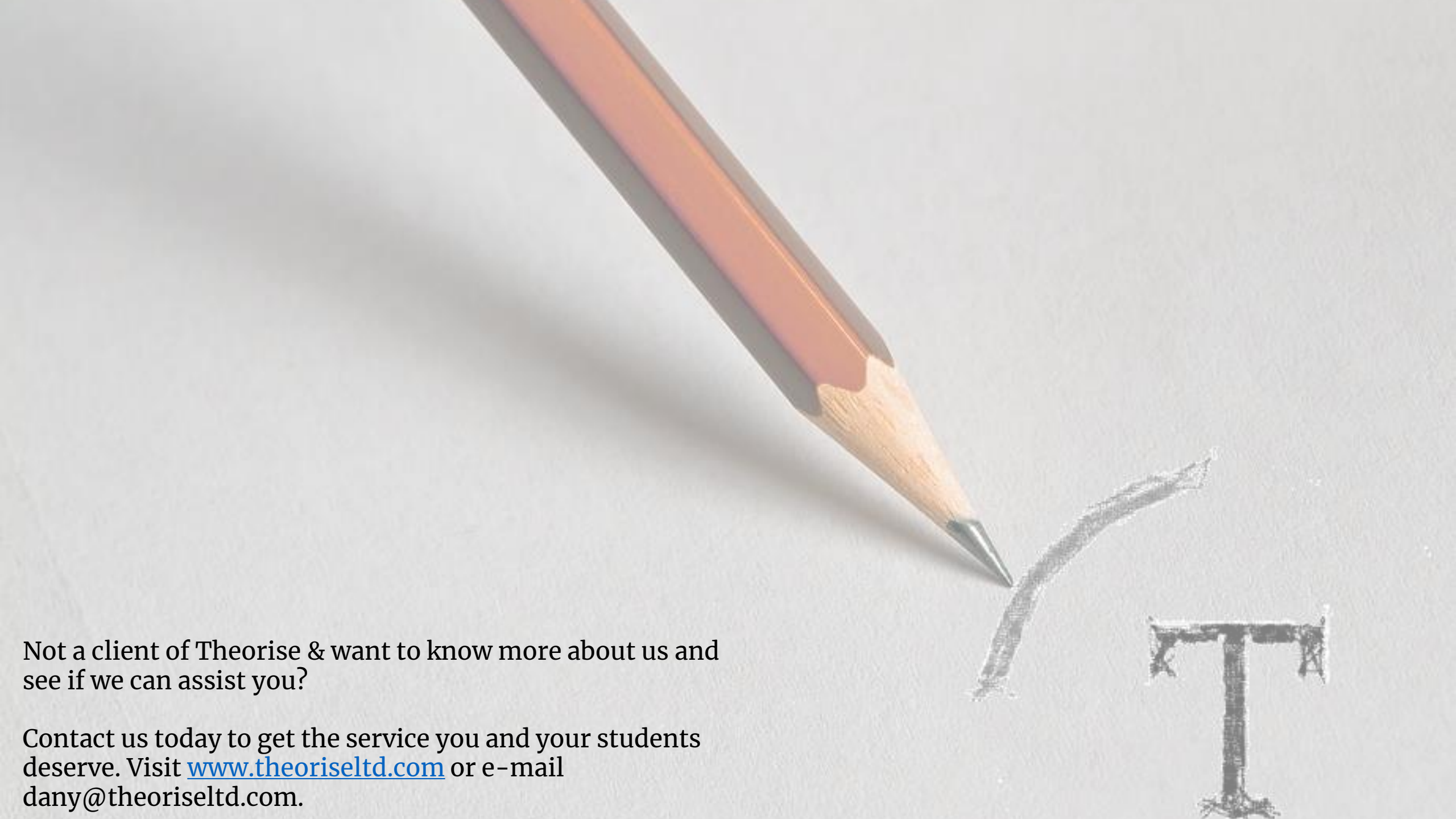
A row of lightbulbs is shown, receding into the distance. The central lightbulb is illuminated and features the Theorise logo, which consists of a stylized 'T' inside a circle with the word 'Theorise' written below it. The other lightbulbs are dim and unlit.

All clients can be assured that Theorise is confident that, legally and morally, we are fully compliant and welcome client interest in any part of our service. We have earned our reputation and credibility for excellence in an industry sector where not all operators expose themselves to having their compliance tested, as we do, by our professional watchdog the Recruitment and Employment Confederation (REC).

We continuously strive to stand above competitors in our professional integrity and quality of our service and support staff. Our reputation as a professional and high-quality recruitment business matters to us and to compromise would be to do so at the expense of our clients.

Trust us and we will not let you or your students down.

- Corporate Member of the Recruitment and Employment Confederation (REC)
- Member of the Federation of Small Businesses (FSB)



Not a client of Theorise & want to know more about us and see if we can assist you?

Contact us today to get the service you and your students deserve. Visit www.theorise ltd.com or e-mail dany@theorise ltd.com.