**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [Insert smaller authority Name]: Satisfaction survey**

Please complete this form and email it to us at [sba@pkf-l.com](mailto:sba@pkf-l.com) or send it back to us at:

PKF Littlejohn LLP

Ref: SBA Team

15 Westferry Circus

Canary Wharf

LONDON

E14 4HD

Please score the questions out of 10, where 0 = very unsatisfied and 10 = very satisfied.

1. How satisfied are you with your overall experience with PKF Littlejohn LLP during the review work for the year ended 31 March 2021?

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

1. How satisfied are you with the clarity of the information provided for you with the AGAR?

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

1. If the firm contacted you with a request for further information or with queries relating to the work after your initial submission, how satisfied were you with:
2. the timeliness of the request for information or query?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |

1. the clarity of the request for information or query?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |

1. If any matters were brought to your attention in the external auditor report in section 3 of the AGAR, how satisfied are you that the matters raised were helpful and easy to understand?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |

1. If you contacted the review team for general information or assistance, how satisfied were you with the outcome?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |

1. Please provide any comments, for example where you have scored any of the above questions below 5.

|  |
| --- |
|  |