

## Customer Survey 2016

### Summary

Innovate Awarding invited customers to take part in an online customer satisfaction survey for 2016.

29% of our centres responded.

100%

Customers are confident in Innovate Awarding delivering excellent customer service

100%

Customers agree that Innovate Awarding's approval application is simple and easy

98%

Customers think Innovate Awarding qualifications are good value for money

98%

Customers agree that EQAs are supportive, knowledgeable and act with professionalism

Contact us now to arrange to speak to a member of our business development team

0117 314 2800  
businessdevelopment@innovateawarding.org

### What our customers say

"I believe that all the team at Innovate Awarding are very helpful when I need guidance or help with anything..."

"Excellent customer service in relation to the speed of generation and sending of certificates..."

"Amazing. Wish all other companies were like this: keen to help other businesses grow and achieve their potential..."

"Have helped in providing courses that suit my clientele..."

### We listen

As a result of the feedback we received, we're planning to deliver webinars\* in areas such as:

\*Further details will be available on the website ASAP

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- ▶ QuartzWeb
- ▶ New Apprenticeship Standards
- ▶ Funding

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