



Please help us to improve the service we provide to you and to others by giving us your honest opinions in response to the following questions. We take your opinions very seriously and continuously look to develop so that we can match our service to meet your needs.

If you have any suggestions or opinions which you would rather raise in person please contact your accountant who will be happy to discuss these with you in person or over the telephone.

How satisfied are you with the following services provided by Morris Cook?

5	4	3	2	1	N/A
---	---	---	---	---	-----

Please tick the appropriate box - 5 being 'Very satisfied', 4 'Satisfied', 3 'Neutral', 2 'Unsatisfied', 1 'Very unsatisfied'

Accounts preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Auditing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self Assessment Tax Return preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VAT preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payroll services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate how strongly you agree with the following statements by ticking the appropriate box:

5 being 'Strongly agree', 4 'Agree', 3 'Neutral', 2 'Disagree', 1 'Strongly disagree'

We are friendly and courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You always get to speak to someone who can help or we get back to you within a reasonable time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You have as much face to face contact with your Accountant as you need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We complete our work for you within a suitable timescale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We respond to your questions and requests promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We explain technical issues in a language you understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We understand your business and tax affairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We give proactive advice relevant to you and your business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We provide feedback to you with improvements you can make to your record keeping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our monthly e-mail newsletter is a valuable source of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our bills are clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We provide good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You would recommend us to friends, family and colleagues if the opportunity arose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments?

If you wish to tell us, please complete your details below:

How long have you been a client of Morris Cook for? Years

Name:

Address:

..... Post Code:

Would you like us to contact you to discuss any of your comments? **Yes No**

6 Salop Road
Oswestry SY11 2NU
01691 654545

Bryn Estyn, East Street
Llangollen LL20 8RB
01978 860376

3/5 Watergate Street
Ellesmere SY12 0EX
01691 622098

1 Plough Road
Wellington TF1 1ET
01952 641358