

Consultancy Service Feedback Form

Name of client enterprise:
Name of respondent:
Name of consultant:
Date of completion of consultancy:

Please indicate in which areas you received consultancy:

Business planning	yes / no	Legal & governance	yes / no
Employment and staffing	yes / no	Marketing	yes / no
Finance	yes / no	Quality Systems	yes / no
Growth	yes / no	Succession	yes / no

Other – please state:

How would you rate the quality of the consultancy you received? (circle one)

very poor poor adequate good very good

Did the consultancy meet your objectives? (circle one)

none of them some of them half of them most of them all of them

Did the consultant (circle one in each row. 1= not at all, 5= completely)

Understand the issues?	1	2	3	4	5
Help you clarify the issues?	1	2	3	4	5
Help you develop appropriate strategies?	1	2	3	4	5
Help you plan implementation of those strategies?	1	2	3	4	5
Attend meetings or call conferences punctually?	1	2	3	4	5
Behave with courtesy and respect?	1	2	3	4	5
Respond to requests within an acceptable time frame?	1	2	3	4	5

Value to your organisation (circle one)

lost time dubious justifiable will help big help

Value to yourself (circle one)

lost time dubious justifiable will help big help

What part of the consultancy was most useful to you?

What (if anything) wasn't covered that should have been?

Did the consultancy highlight any further needs for consultancy, training or business services that your enterprise may require? If so, what?

How could the consultancy service be improved?

Any other comment?

May we use your comments for our marketing? (*circle one*)

yes

no

only anonymously

- thank you -