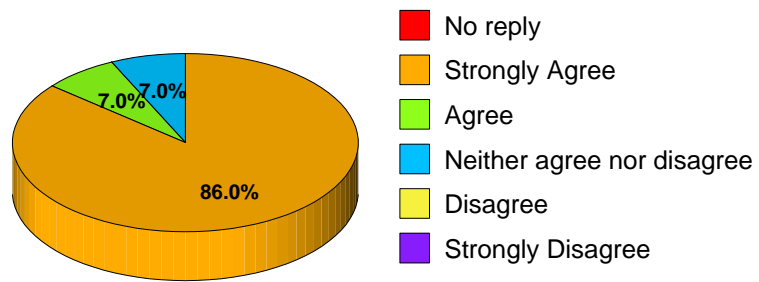
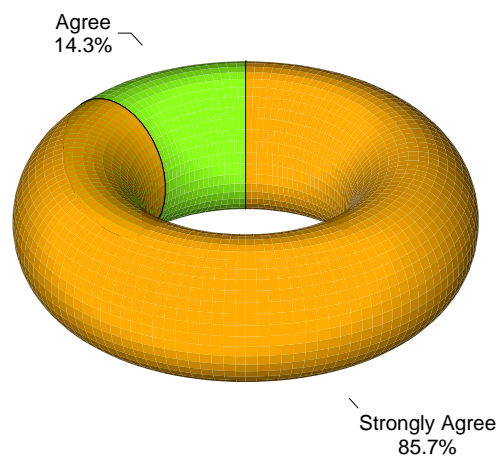


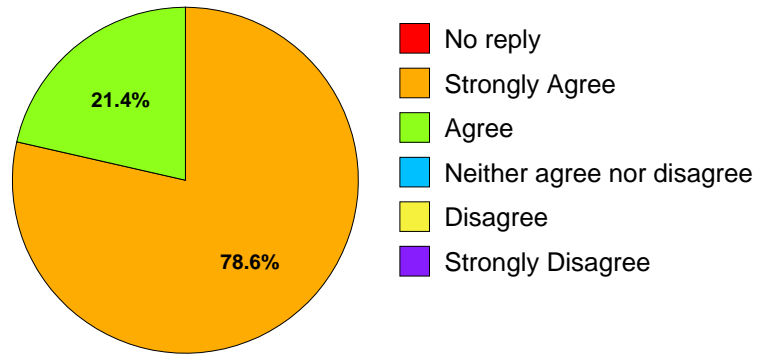
**Q1a Responded quickly to your initial enquiry or interest in research?**



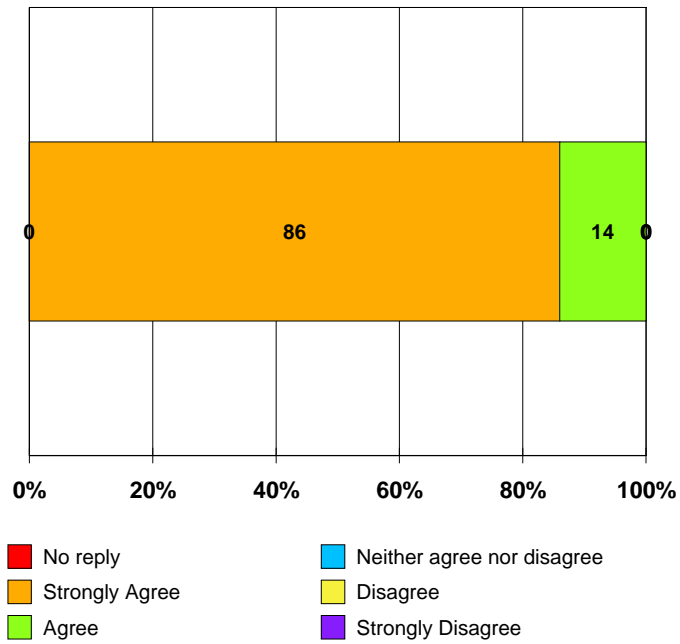
**Q1b Communicated effectively with you throughout the project?**



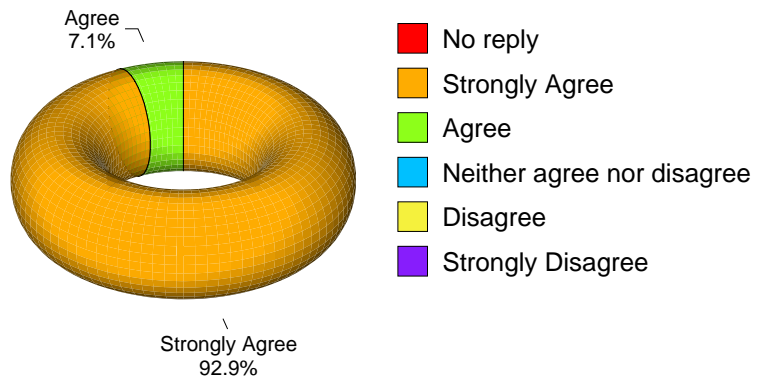
**Q1c Provided you with a comprehensive proposal?**



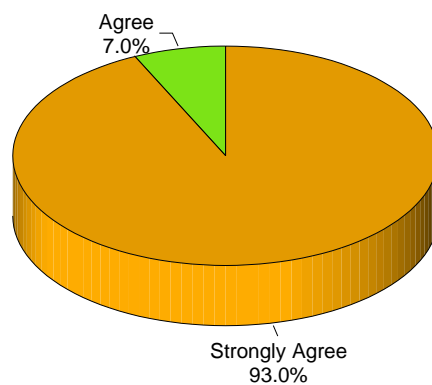
**Q1d Kept you regularly informed of the project proposal?**



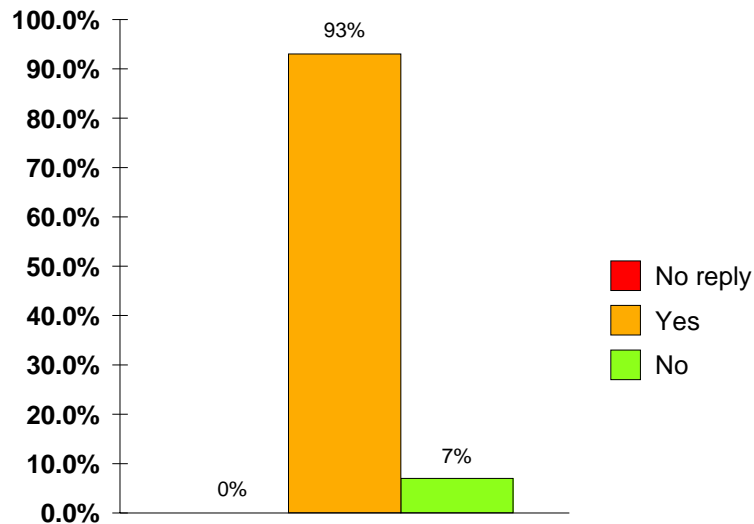
**Q1e Carried out all the agreed requirements of the project?**



**Q1f Reported the findings to you in a timely & accurate manner?**



**Q2 Do you think the project was a good investment for your company?**



**Q3 What benefits has the research made to your company?**

“Provided in-depth information to inform progress”.

“Important part of a business case, which should lead to financial benefits”.

“It provides us with vital tracking data and provides public opinions that we can use for the effective PR Campaigns”.

“The Readers Panel has helped shape content in The Whitehaven News, with new features being introduced because the demand was proved to be there”.

“We have a clear picture of staff views and morale and can be the same survey in future to benchmark”.

“Enabled us to write a thorough, objective and detailed report on the research undertaken with confidence”.

“Allowed us to service our client to an excellent standard”.

“Quality service to our clients”.

“Allowed us to provide our clients with a good service”.

“As planning can be a continuous issue it was useful to gain feedback via an independent sources. Also advice on the best consultation methods to achieve the maximum feedback, add to other events we were engaged with”.

“We ticked a box”.

“This is the first status survey for us, so the benefits will be what we do with the results”.

**Q4 Do you have any further comments?**

“I appreciated being consulted and kept informed at all stages of the research project”.

“Lynne was very helpful and made a good presentation to our Executive Board. Thanks”.

“The team went above the call of duty, working to very tight timescales, and produced a thorough piece of research”.

“It has been pleasant working with Georgia and I wouldn't hesitate to recommend you”.