

# Client Feedback Survey

The Audit and Assurance Office, as part of its quality assurance process, values client feedback. This gives us an indication of what we are doing well and areas where improvement can be made.

This questionnaire provides an essential feedback service to the Audit and Assurance Office. It is a valuable tool in our efforts to continually improve our services to the University. Please answer the following questions by circling the appropriate number corresponding to your evaluation, and return to the Audit and Assurance Office at the address below. Your response is much appreciated.

AUDIT NAME/ACTIVITY: \_\_\_\_\_

No.	Evaluation questions	Excellent	Good	Fair	Poor	N/A
1	Did the audit team explain the audit approach and objectives before starting the audit?	4	3	2	1	0
2	How would you rate the competence and helpfulness of staff engaged in this audit?	4	3	2	1	0
3	Did the audit team maintain an adequate level of communication throughout the audit?	4	3	2	1	0
4	Was your input sought on all significant issues and potential solutions as they emerged during the review?	4	3	2	1	0
5	Was the draft report discussed and any problems resolved before the report was formally issued?	4	3	2	1	0
6	Did the audit report clearly present the results of the audit?	4	3	2	1	0
7	Was this audit completed in an acceptable time frame?	4	3	2	1	0
8	Did the review identify any real shortcomings and make practical recommendations?	4	3	2	1	0

Other comments including suggested improvements and areas of good performance.

Signature:

Date:

Name:

Position:

Thank you for helping to evaluate and improve our services.

Please return the completed client evaluation form to:

**Audit and Assurance Office**

Room 212-214

Ken Back Chancellery Building

Townsville Campus

Douglas QLD 4811