

## The CA Plus Client Survey November 2022

As we embark on a major transition in the years ahead, we thought the first thing to do was to ask our clients what they think of CA Plus.

We emailed approximately 532 contacts for whom we provide services on an ongoing basis. The response rate was 14.28% with 76 completed questionnaires, which I am told is par for the course with this kind of survey.

It's pretty clear that we've got it right. The message is to carry on and continue to support our clients as best we can. But rest assured, we will continue to listen, to learn, and to strive to do better.

### Thank you so much

Here are the results:

1. When asked if you would recommend CA plus to another organisation 78 (100%) said "yes".
2. When asked about your level of satisfaction with our services everyone was 'satisfied' (12%) or 'very satisfied' (88%)
3. We also asked for your comments. Here is a selection

*I have used your services only twice, for Independent Examination of a charity's annual accounts. I wish I had known of your existence many years previously.*

*great services and really useful support.*

*I think you do a really good job, are always on hand to answer queries and generally provide a quick polite response.*

*CA Plus is an invaluable service; nowhere else can we find support, accounting, or QuickBooks support to match (if at all). It would be very bad news to lose you.*

*We really appreciate an accountant who understands charities so well*

*Carry on doing what you have been - it works and we have been very happy over the years. Thanks*

*I don't know where the sector would be without organisations like yourself. The payroll department have saved my bacon so many times, they are brilliant.*

*Having an accounting company that understands the charity and community sectors is so important - thank you*