

Thank you to those of you who took part in our June 2010 survey.

Since we started up in 2008, Grafton Banks Finance has prioritised the provision of outstanding service to our clients and candidates. After being in business for 18 months, we decided to track the results of our work by surveying a combination of candidates – those we have successfully placed and those who found roles via other sources. From the start we have been committed to providing an honest and effective service, with the ‘human touch’ and from our survey results it seems that this is being well received. We also asked candidates about their experiences with other agencies, to see how we match up.

We have used the feedback from this survey to identify needs and issues and to develop our service and our business.

We would also like to share these insights with our clients and our candidates.

Survey results:

- **80% of candidates surveyed rated our service 8 and above out of 10. (10 being the best)**
- **85% of candidates couldn't fault our service. The only area of improvement would be to find them a job!**
- **100% of candidates we placed would use us again and recommend us**
- **98% of candidates surveyed had not been asked for feedback by other agencies; 100% of those who had been surveyed had never seen the results of a survey.**

The overriding feedback on what other services or resources you would like to see offered was that you were happy with our service and level of contact, and keen for us not to overcomplicate things.

However, we are committed to improving our service, and not just patting ourselves on the back, so we are also working on some suggestions:

- **Offering more contract opportunities**
- **Expanding our presence beyond Sussex and into Surrey.**
- **Making our website more interactive**
- **Offering job alerts via email**

As a new style of recruitment consultancy we believe that our service levels are way above the vast majority of recruitment consultancies operating in our target markets, and thank you to all of you who supported this belief, including Gulshan Khan, current candidate:

Gulshan Khan scored us 10 out of 10 on service and said:

“I am very impressed with the service I receive from Grafton Banks Finance particularly with the level of contact. I do not receive this level of service from other agencies and I won't forget it when I become a client and need to recruit finance staff”.