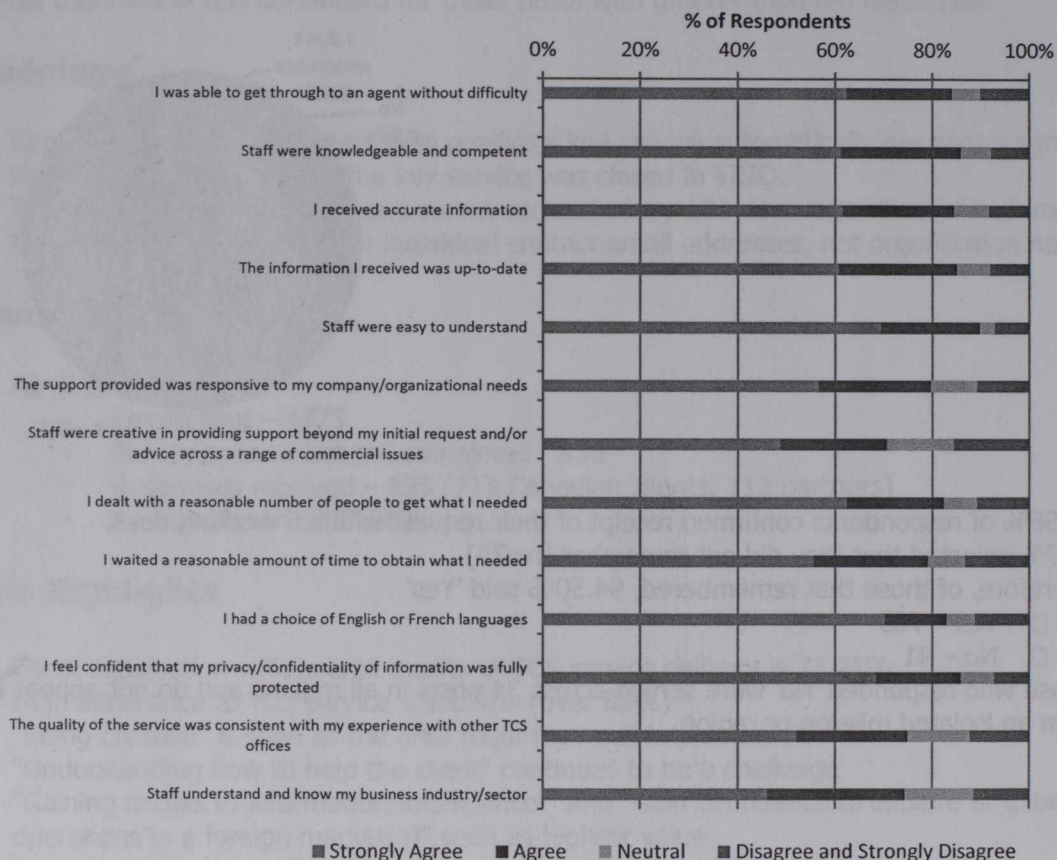


**Question 2**

With reference to the above interaction (i.e. key service delivered), please indicate how much you agree or disagree with the following statements (1 = strongly disagree, 5 strongly agree, n/a)



\* based on responses other than N/A

In all cases, greater than 40% of respondents state they 'Strongly Agree' with the statements, and a further 20% 'Agreed'. The lowest percentage of 'Agree' and 'Strongly Agree' is the "Staff were creative in providing support beyond my initial request and/or advice across a range of commercial issues" at 70.89%.

The highest results were seen in;

- Staff were easy to understand (89.80%);
- Staff were knowledgeable and competent (85.88%);
- I feel confident that my privacy/confidentiality of information was fully protected (85.87%)
- The information I received was up-to-date (85.06%);