



Punter Southall  
Governance Services

# Client satisfaction survey results 2022

**"Brilliant to work with** - inspiring confidence that risks are anticipated and well-managed and **adding huge value** by sharing expertise and best practice."

Mark Berry - RM

Our latest client satisfaction survey was carried out using an independent consultant to conduct telephone interviews together with an online survey.

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This document summarises the results. It demonstrates what our clients truly think of us, the service we provide to them and how well we meet their expectations.

"I work with Wayne and Kirsty. **They really understand our business** – they work with the company while retaining independence and ensuring compliance. **They are a joy and pleasure to work with.**"

Neil McCawley – Ferguson plc

"Excellent, **very strong relationship**. Good understanding of our needs. **We can absolutely rely on them.**"

David Onion – Volvo Group

We met the  
expectations  
of 100%  
of clients

We exceeded  
expectations  
in 77%  
of cases

Overall  
satisfaction

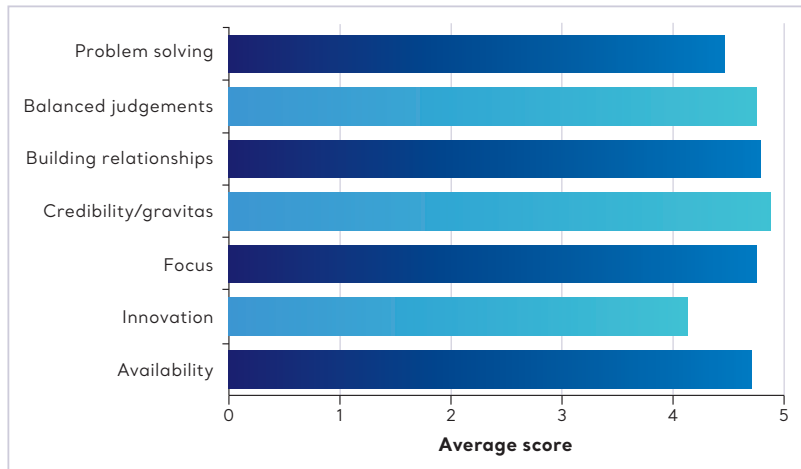


is 4.9 out of 5

"Kevin takes control of the meetings whilst fully involving the other two trustees. **His experience shines through** and he is also a **very good listener**, making all parties feel involved."

Sharron King – KBC Bank

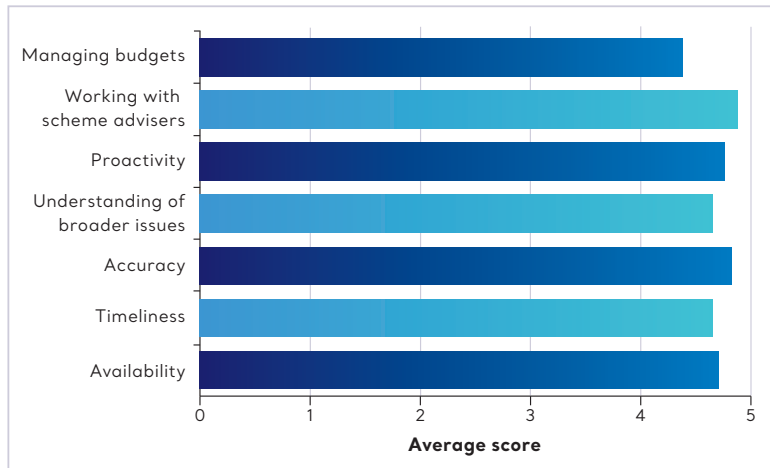
Please rank the following **characteristics of PSGS's trustee service** on a scale of 1 to 5 where **1 is very poor** and **5 is very good**:



"Alex is the first professional trustee we have had and he has **revolutionised the way we look at things** - helped above and beyond."

Angela Clayton –  
Accent Group

Please rank the following **characteristics of PSGS's secretarial/trustee executive service** on a scale of 1 to 5 where **1 is very poor** and **5 is very good**:



"Gillian has **gone above and beyond what we would normally expect of our secretarial support** on many occasions and her deep knowledge on all issues has been invaluable."

Sean Hoyle - Wightlink

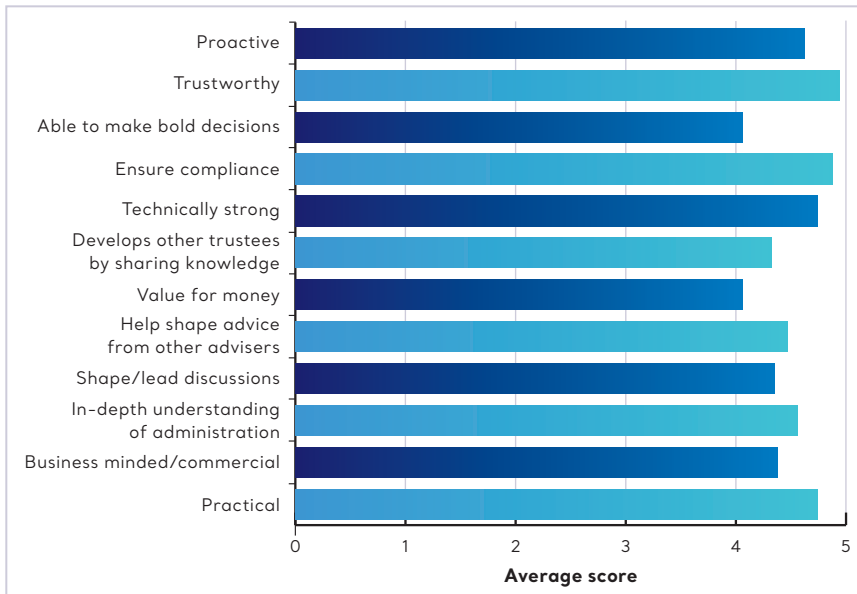
**These are the key attributes we believe are at the core of PSGS.**

These results show how strongly clients agree or disagree they are attributes of our business.

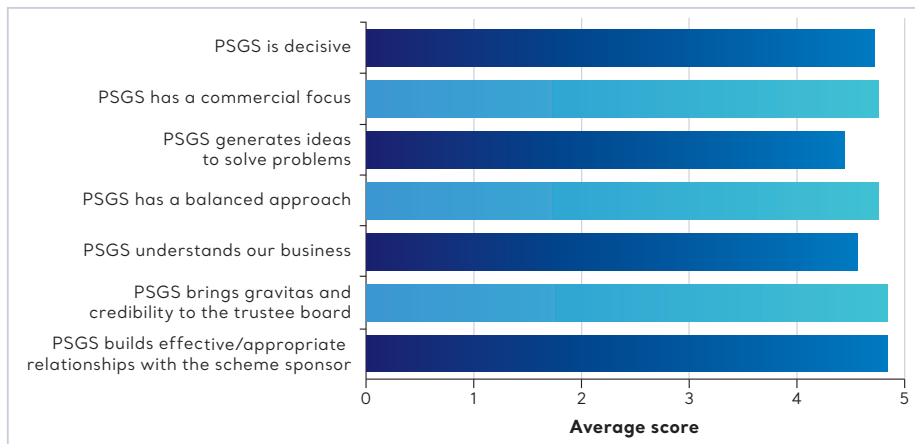
**1 is strongly disagree** and **5 is strongly agree.**

"Kat & Jason are **very good at making it happen** – they just take care of it."

Stephen Allaker -  
Bristol-Myers Squibb



The following is a list of statements about how PSGS works with the sponsor of a scheme where we are appointed as trustee. Please assess how strongly you agree or disagree with the statement where **1 is strongly disagree** and **5 is strongly agree**.



"Ann is **very proactive** and ensures we address all issues well ahead of time and extremely efficiently." Ian Edwards - Comet

# Contact us

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For further information about us, visit our website at [www.psgovernance.com](http://www.psgovernance.com) or call **0118 207 2900**.

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### Birmingham

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