

Summarised Results from dmca Chartered Accountants Client Satisfaction Survey

Website

1. How often do you use/visit the dmca website?

3.4% of respondents visit the website daily;
13.8% of respondents visit the website monthly;
13.8% of respondents visit the website yearly;
44.8% of respondents visit the website hardly ever;
24.1% of respondents never visit the website.

2. Which features on the dmca website do you access the most?

The top 3 accessed features are:

Information regarding our products & services;
Resources (current tax information etc);
Client's Corner.

3. How would you rate our website?

Overall ratings:

Professional appearance: Excellent;
Easy to find the information you need: Good;
Useful news, tools and information: Good.

4. Are you aware that dmca have a secure file transfer facility?

40% of respondents are aware that we have a secure file transfer facility.

5. What information and features would you like to see added to the website in the future?

The only received response was to include more pictures on the website.

Communication

1. To what extent do you feel that dmca keeps you informed of current tax & business issues?

Fully Informed: 56.7%
Somewhat Informed: 40.00%

2. Are you happy with the frequency of contact you receive from dmca

86.7% of respondents indicated that they are happy with the level of contact they receive.
13.3% of respondents would like more contact.

3. What is your preferred method of contact for general information on tax and other topics?

93.3% of respondents indicated that email is their preferred method for receiving this information.

3.3% of respondents indicated that phone is their preferred method for receiving this information.

3.3% of respondents indicated that post is their preferred method for receiving this information.

Service

1. Do you feel that you are receiving value for money services?

85.7 % of respondents indicated that they believe they are receiving value for money.

2. Of the services you receive from dmca, please rate them in relation to their value to you.

The top 3 most valued services were:

Business Advice & Strategic Planning;
Tax Return Preparation; &
Taxation Advice.

3. dmca is now able to provide financial planning & investment advice. If you were seeking advice in this area would you consider contacting dmca to do this work for you?

82.1% of respondents indicated that they would consider engaging dmca to do this work for them.

4. dmca has access to benchmark industry data to enable a comparison of your business with others in your industry. Would you be interested in purchasing such data?

25% of respondents responded that they would be interested in purchasing this data.

Our Team

1. Overall, how satisfied are you with the quality of services provided by dmca?

96.3% of respondents are either satisfied or very satisfied with the quality of services provided.

2. How do you rate the quality of advice you receive from dmca?

59.3% of respondents rate the quality of advice they are receiving as excellent.

37% of respondents rate the quality of advice they are receiving as good.

3. Overall , do you find dmca staff to be:

96.3% of respondents find dmca staff to be willing to go beyond minimum expectations.

4. How comfortable would you feel recommending dmca to someone?

96.3% of respondents would feel comfortable recommending dmca to someone.