

CLIENT FEEDBACK

YOU SPOKE:

Responsive, reliable and professional teams

WE LISTENED:

We'll continue to be responsive, reliable and professional

YOU SPOKE:

Ongoing and extended stakeholder engagement

WE LISTENED:

We'll make sure there is more conversation and agreed action

YOU SPOKE:

Continued focus on technology user experience

WE LISTENED:

We'll provide listen, refresh and relaunch sessions on the technology you use

RULLION RESULTS NET PROMOTER SCORE

Q2



"GOOD"



"EXCELLENT"



"GOOD"

13 POINT IMPROVEMENT ON Q1

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CONTRACTOR FEEDBACK

YOU SPOKE:

"You check on new staff to see how they're getting on"

WE LISTENED:

We care about your experience, so we'll keep talking to you

YOU SPOKE:

"Excellent service, really pleased with the friendliness & speed"

WE LISTENED:

We'll make sure we continue to keep you happy throughout your contract

YOU SPOKE:

"Better communication and support, maybe also a periodic survey?"

WE LISTENED:

Your feedback matters to us, look out for our periodic surveys throughout the year!