

## HR Solutions

HR Solutions' - Client Survey 2011

Client Services

What employee benefits, if any, do you currently offer?

- Cash Plans
- Child Care Vouchers
- Employee Assistance Programmes
- Life Cover
- Medical Insurance
- Private Health Care
- Pension
- Other (please specify)

Yes

78%

Don't Know

We listen to what our clients have to say!

Do you outsource any of the following to either HR Solutions or other providers?

- Cash Plan
- Employee Assistance Programmes
- Employment Protection Cover
- HR Database

No, we manage this 'in house'

No, we don't offer this service

Yes, to HR Solutions

Yes, to another provider

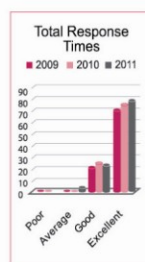
## Client Survey 2011

At HR Solutions we aim to ensure that we exceed our clients' expectations, as well as making the whole HR Outsourcing process as smooth as possible for them. Whilst we seek feedback throughout our interactions with our clients, we find the Client Survey a useful mechanism for gauging feedback.

Our typical client services are focused on providing timely and expert advice on a retained serviced basis. Therefore the responses to these questions are of paramount importance to us.

### Response Times

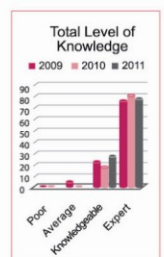
We have been investing in HR Solutions to increase the level of support staff to be able to assist with client issues, whilst still maintaining the professionalism of the HR advice and guidance provided by the HR Consultants. This is reflected positively within the results with the majority of clients indicating that they believe our response rate to be Excellent.



### Knowledge

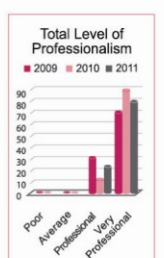
At HR Solutions we continue to develop our HR Knowledge and expertise through attending regular employment law updates and briefings. We also prepare bite sized HR News Updates that are available on our website, as well as our quarterly Newsletters. We have also developed a suite of HR Factsheets that are available to our clients.

It is rare that there is a situation that HR Solutions has not had experience of, and even with the ever changing employment legislation, our clients receive HR Advice that is not only legally compliant but also best practice in line with industry sectors.



### Professional

At HR Solutions we pride ourselves on our professional service which has also been acknowledged in the responses to our survey. For the third year in a row we have had 100% of respondents indicating that we are either 'professional' or 'very professional'.



# Client Surveys

## Onwardly Recommending HR Solutions

We are also very fortunate that for the third year in a row, 100% of our clients that responded to our survey, would onwardly recommend us to other organisations that were looking for HR Support.

Some of the reasons in our 2011 survey as to why they would onwardly refer us include:

- I find the advice and the delivery of that advice to be knowledgeable and very helpful to me.
- Personal service, ideal for building an excellent working relationship
- Professional, 'real world' advice given
- Quality, practical hands on solutions, recommendations not options
- Pragmatic HR provider with a sense of logic

## Overall Summary

Our 2011 client survey has indicated that our clients feel that they get professional, knowledgeable and timely advice that is value for money. This is something that we are very proud of, and something that we aim to maintain.

If there is anything else that you wish to discuss with regards to the service that you receive from HR Solutions then please don't hesitate to contact your HR Consultant.

### Employee Surveys

### Recruitment



### imaginehr



### SME Package



### Whistleblowing



## Next Steps:

Please contact a member of our team for more information on 01536 484 552 .

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