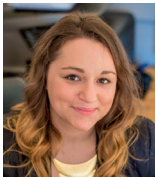


## CLIENT SURVEY RESULTS

When the Practice started in 2002, an overriding aim was to make the complex simple to understand and provide a great service with long lasting trusted relationships. Over the last 5 years DCP has captured this information via detailed client satisfaction surveys. Where clients have given permission you can view a selection of comments by clicking on the testimonial page. Although client satisfaction surveys cover an array of areas, such as how many clients would recommend DCP, two questions have stood the test of time over five years.

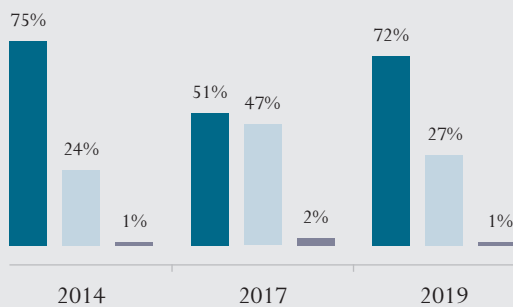


“As the Client Experience Manager I am delighted with these results and on behalf of the team, wish to take this opportunity to thank you for your comments, feedback and testimonials.”

ALICE  
DENTON

### SATISFACTION OF SERVICE

*At least 98% of clients satisfied with their service.*

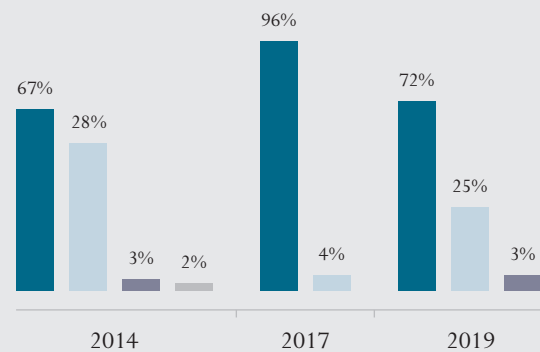


\*392 clients took part in the survey.

Very Satisfied Satisfied Indifferent

### MEETING CLIENT EXPECTATIONS

*At least 95% of client expectations met or succeeded.*



\*392 clients took part in the survey.

Above Expectation At Expectation Indifferent Dissatisfied

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