

2024 ANNUAL SURVEY RESULTS



OVERVIEW

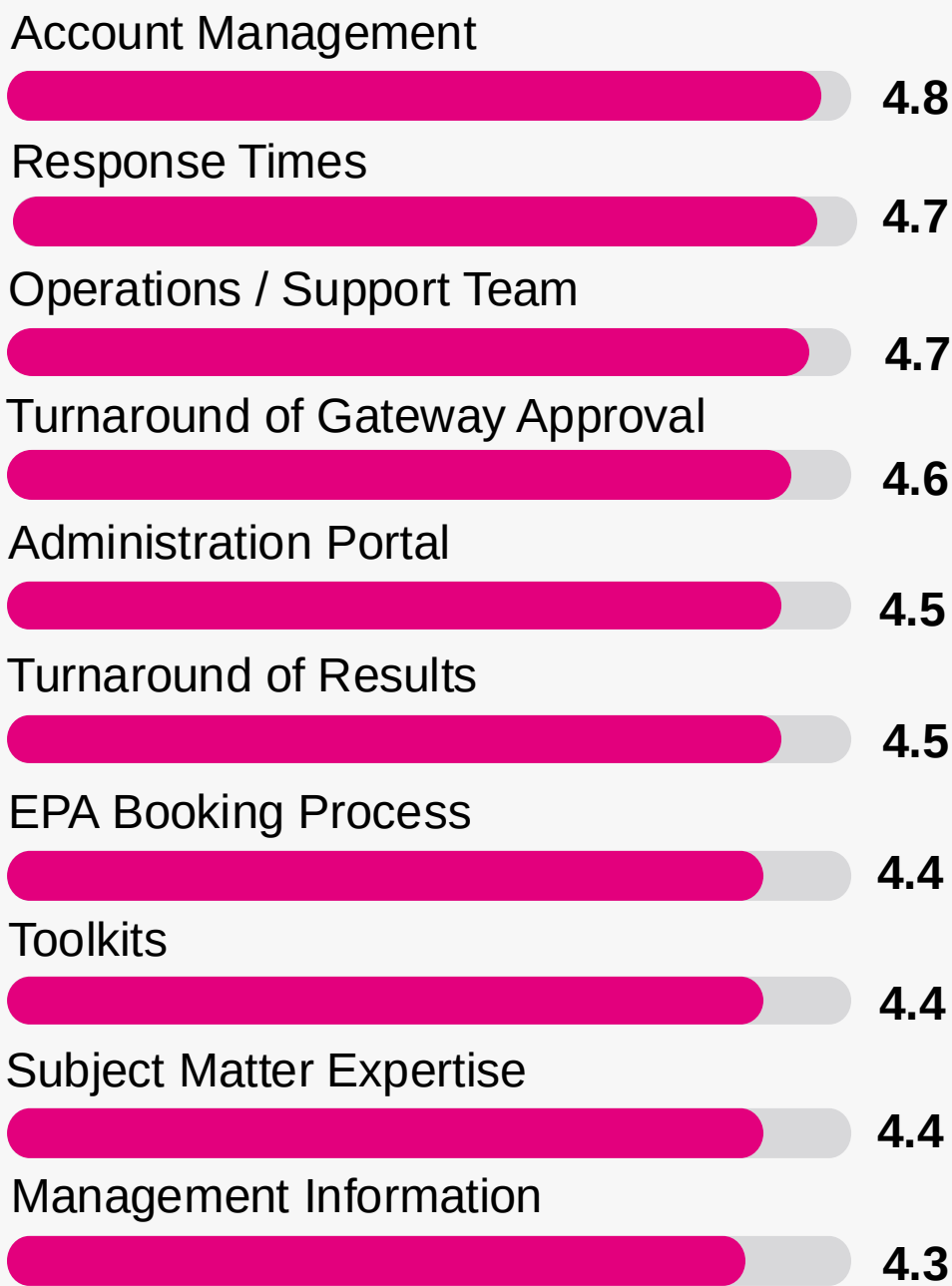
We conduct an annual survey, capturing feedback from all our training provider clients to discover what's important to them, how we measure up and identify how we can be even better.

We believe that our way of working is what differentiates us from our competitors and are pleased to share the results of the latest survey, covering our service performance and behaviours.



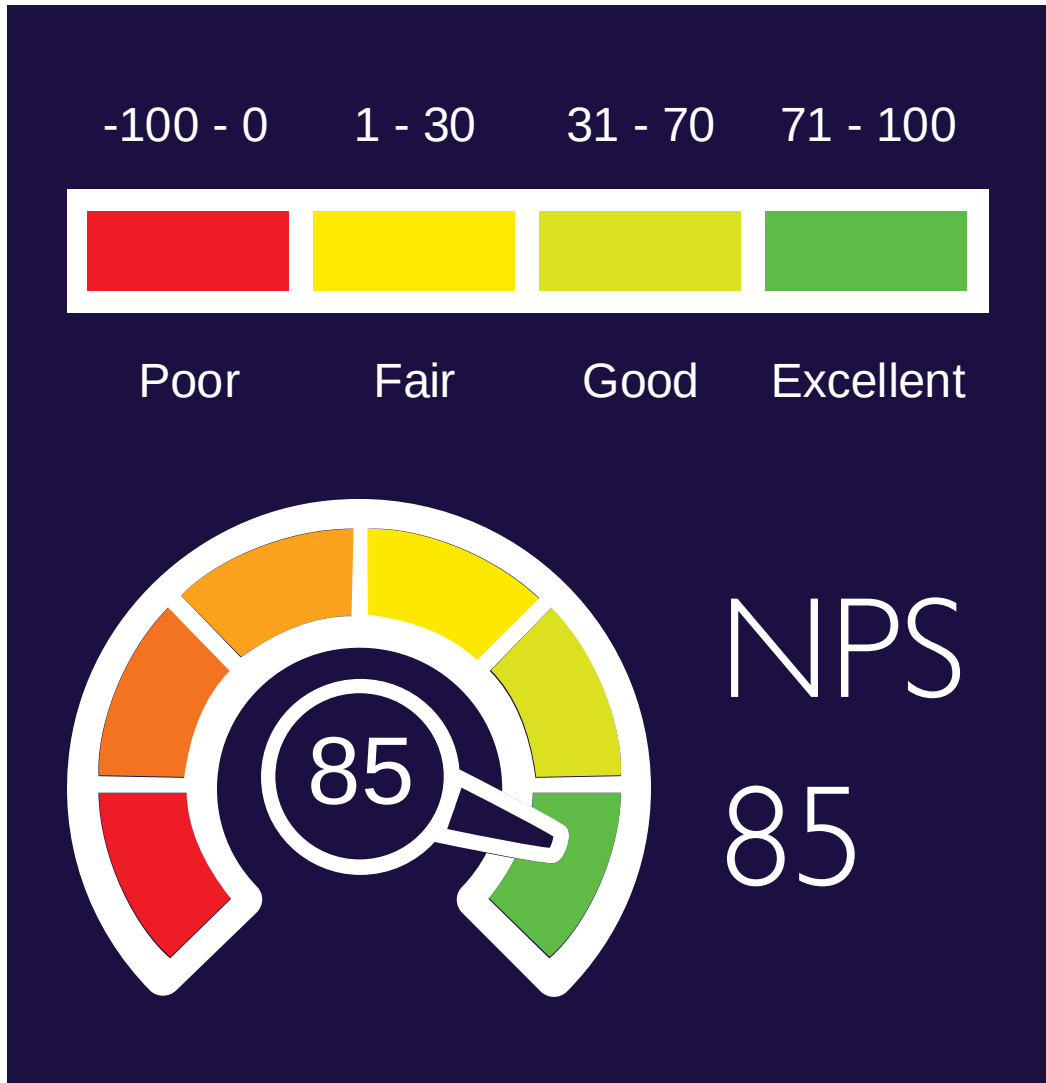
SERVICE

On average, our team scored 4.5 / 5 across each of the 10 service areas.



BEHAVIOURS

We asked our clients to rate our performance against several behaviours and were pleased to score a minimum of 94%.



FEEDBACK

"I value being easy to work with, flexibility and helpfulness the most. Can't think of anything that needs improving."

"DSW team in office - always reliable, prompt response to emails, always friendly and polite."

"I have only positive feedback. We've worked closely with DSW for years. They're all fantastic, responsive, friendly, and collaborative."

"Our Account Manager is fantastic and always delivers on what we request extremely quickly."