**Your Voice Matters**

Tell us what you think. We send regular surveys to our customers to find out how we’re doing and what we could do better.

Each survey begins with the same question:

How likely are you to recommend your employment services provider (CoAct Employment) to a friend or family member?

Scoring Explained

We ask you to score us between 0 and 10.

10-9 means you’re happy with our service and would recommend us to your family and friends

7-8 means you’re somewhat happy with our service

6 and below means you’re somewhat unhappy with our service

We use your feedback to improve our teams’ performance - through a measure called Net Promoter Score (NPS).

We’ll send the survey by email or SMS. It will come from CoAct Employment.

How often will you send me a survey?

Every three months.