Quarter 2 Headlines

84% of UKAS customers were either satisfied or very satisfied with the current service they are receiving from UKAS.

97% of UKAS customers were either satisfied or very satisfied with the technical knowledge and skills of the assessment team.

91% of UKAS customers were either satisfied or very satisfied that the assessment report was provided in a timely manner.

82% of UKAS customers were either satisfied or very satisfied that they received feedback on their evidence submission promptly (within 4 weeks).

If you would like to submit feedback outside the CSS process please email customerfeedback@ukas.com
What are we doing with your feedback and what are we working in?

As a UKAS customer you may wonder what UKAS does with all the feedback it receives about the services it provides.

UKAS takes feedback from our customers very seriously and all the feedback we receive whether it is solicited or unsolicited is collated, reviewed and analysed to determine how UKAS can further support out customers in promoting accreditation and improve its service. Detailed below are some of the things we have put in place this quarter:

- Continued its work with key stakeholders on the potential impacts of Brexit with customer updates placed on our website
- Single schedule for all accredited management system certification bodies implemented
- Redesigned and indexed UKAS Brochures page on the website to allow customers to browse by sectors