

AUDIT CLIENT SATISFACTION SURVEY TEMPLATE

Audit Client	
Engagement/Assignment	
Engagement Reference	

Internal Audit function is committed to attain the highest standards of professionalism, fairness and integrity as it strives to attain the highest levels of performance in the conduct of audits.

The purpose of this questionnaire is to seek your opinion concerning both the quality of internal audit services provided and the professionalism of the audit staff. Our intent is to use the feedback which you provide to enhance the overall quality of audits and help foster continuous improvements in the Internal Audit processes.

Use the rating scale below

Rating scale:

5	Excellent (far exceed expectations, flawless, proactively helpful)
4	Very good (above expectation only minor improvement areas)
3	Good (meets basic expectation but noticeable room for improvement)
2	Fair (below expectation and major improvement areas)
1	Poor (does not meet expectations/fails to meet minimum standards, requires substantial intervention)

User Note: Provide additional information for fair and poor rating in the comment section provided.

Engagement Activity	Rating
A. Introduction	
A1. The audit team was introduced to management of activity under review.	
A2. The methodology to be followed during the audit was explained at the start of the audit (entrance meeting).	
A3. Timelines were communicated and agreed with management at the start of the audit.	
Comments:	

Engagement Activity	Rating
B. The Audit Process	
B1. Adequate notice was provided prior to the start of the audit exercise (as per internal audit SOPs).	
B2. An entrance meeting was held to discuss the objectives and scope of work, the audit process/cycle and share deliberations of the meeting.	
B3. The audit staff were receptive to suggestions as to areas of possible audit interest or audit coverage.	
B4. The audit was conducted within the agreed time frame.	
B5. The disruption of daily activities was minimised as much as possible during the audit.	
B6. The core functions and perspective were adequately considered within the agreed scope.	
B7. The audit team demonstrated technical proficiency in the areas audited.	
B8. The audit team demonstrated an understanding of the system/process.	
B9. Audit findings and recommendations were discussed with management as the audit progressed.	
B10. The audit team demonstrated objectivity and professionalism.	
B11. The scope adequately covered all the aspects of the audit area	
B12. An exit meeting was held to discuss audit findings before the report was finalised.	
B13. During the exit meeting, all the findings were adequately discussed.	
Comments:	
C. Internal Audit Report and value addition	
C1. The report was completed and submitted within the agreed time frame.	

Engagement Activity	Rating
C2. Audit results were accurately reported, and appropriate perspective was provided.	
C3. Audit recommendations were constructive and actionable.	
C4. The audit added value to the function's operations.	
Comments:	

Additional Comments:

Designation (Optional)

Signature (Optional)

Date

Note: Please return the completed form to the Head of Internal Audit.