

Client Satisfaction

Overview:

At The Compass Group we are always looking for ways to better pursue our mission “to build the capacity of our clients to successfully raise more money.” Along those lines, we have created a client satisfaction process that sets us apart from other consultants by formalizing an unparalleled level of accountability and increasing accessibility to our clients.

Compass is absolutely committed to meeting the unique needs of each of our clients. The process ensures client success by promoting participative listening, consistent communication, engaged involvement, and client-consultant synergy. With a focus on the following service goals, we create frequent opportunities for our clients to provide feedback in a confidential forum:

- **RELIABILITY:** Our service is dependably and accurately delivered as promised.
- **RESPONSIVENESS:** Our service is designed to meet evolving client needs.
- **ASSURANCE:** Our service engenders the highest level of trust and confidence.
- **INDIVIDUALIZED ATTENTION:** Our service reflects a commitment to our client’s organizational mission.
- **IMPACT:** Our service builds long-term capacity.
- **OVERALL RANKING:** Our service exceeds expectations.

The client satisfaction process is conducted through a confidential interview. Information gathered through this process is summarized and presented to Compass for review, analysis and follow-up process. We are committed to working with sensitivity and integrity as we pursue excellence in service for each of our clients. We commit our very best to you.