



The results are in...

Your feedback is extremely important to us and we're delighted with the number of responses we've received. When we asked you to complete our client survey we made a promise that for every response we would make a donation to The Boathouse Youth and we're thrilled to have received 130 in total - thank you to everyone who submitted their responses.

The Boathouse Youth is a local charity working with disadvantaged children and young people across Blackpool and our donation of £1000, which includes £675 from your survey responses, will help to fund their continued work with these young people.

You gave different aspects of our service a rating out of 100, and the results are fantastic!

Everyone at Questa has been very helpful.



My adviser fully understands my financial goals and has my best interest at heart.



I feel that I can raise concerns or ask questions at any time.



You also gave us a five star rating regarding issues of risk:

- Your attitude to risk and the effect it has on achieving financial goals
- Your understanding of investment risk



We are very pleased with our results in all areas, but there is always room for improvement. We've taken on board all of your feedback and we're aiming to hit 100% in the future.

Don't just take our word for it, here are some of yours:

“Very knowledgeable, helpful and informative.”

“Your services are excellent, thank you.”

“I am very grateful for your work looking after my financial affairs in this pandemic.”

“From our standpoint it is difficult to determine any ways in which the service could be improved. Long may it continue to be so.”

Moving forward

Of course, the primary motivation for asking you about our service is so we can improve it. Continual improvement is central to our business mindset, with the aim to make Questa the best it possibly can be.

In 2021 we'll be working with some of you to get direct feedback and explore how we can perform even better in the future. The response of those who were interested in joining our client advisory board was overwhelming, we'll be in touch soon!