

FALKLAND ISLANDS DEVELOPMENT BOARD

Title: Client Satisfaction Survey 2025

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FIDC Board Meeting: 18th March 2026

APPENDIX**A. FIDC Client Satisfaction Survey 2025 Results Report****1.0 PURPOSE**

1.1 The purpose of this paper is to present the results of the FIDC Client Satisfaction Survey 2025.

2.0 RECOMMENDATIONS

- 2.1 The Falkland Islands Development Corporation Board is recommended to note the following;
- i. Results Report of the FIDC Client Satisfaction Survey 2025.

3.0 STRATEGY

3.1 The production of the FIDC Client Satisfaction Survey enables FIDC to meet its Objectives from the Corporation's current FIDC Corporate Plan 2024-2029, specifically priorities from Objective 7; 'A strong customer service focussed culture' with the key action '*Customer satisfaction survey run annually*'.

4.0 IMPLICATIONS

- 4.1 Financial: None for the purpose of this paper.
- 4.2 Legal: None for the purpose of this paper.
- 4.3 Human Resource: None for the purpose of this paper.

5.0 BACKGROUND

5.1 The FIDC Client Satisfaction Survey is held annually. The purpose of this survey is to seek information regarding the performance of FIDC throughout the year, to highlight any areas that may require improvement, and to acknowledge areas that are performing well.

6.0 DISTRIBUTION & RESPONSE

6.1 The FIDC Client Satisfaction Survey 2024 was distributed to a total of 228 clients across the Falkland Islands, including Stanley and Camp and all industries on 5th January 2026. The closing date of the survey was 2 February 2026, providing a total of four (4) weeks for clients to participate. A total of 70 clients submitted a completed survey, equating to a return rate of 31 percent (%).

7.0 HIGHLIGHTS

- Survey Participation:
 - 228 respondents were invited; 70 completed the survey (31% participation rate).
 - Participation was largely consistent with 2024 (30%) with only a small increase.
 - The absolute number of respondents increased (70 in 2025 vs. 61 in 2024).
- Awareness & Client Engagement:
 - 52 percent (%) of respondents were already aware of FIDC's support which is a notable decline on previous year (74%) indicating FIDC reaching new audiences.
 - Word of mouth (27%) and social media (22%) were key sources of new client awareness.
- Client Support:
 - Finance (70%) was the most requested service.
 - Training support (15%) decreased significantly from 2024 (26%).
 - Marketing assistance (10%) declined from 2024 (19%)
 - Advice requests (25%) slightly increased from 2024 (24%).
- Financial Assistance:
 - Grants were more popular (29) than loans (17).
 - Grant success rate remained consistent with 82 percent (%), from 81 percent (%) in 2024.
 - Loan approval rates decreased slightly to 76 percent (%), from 80 percent (%) in 2024.
 - Renewable Energy Grants continued to be popular.

- Business Development & Training:
 - 85 percent (%) of respondents consulted FIDC Business Development Officers.
 - 64 percent (%) of those who received business advice later applied for funding, down from 75 percent (%) in 2024.
 - Training participation was less positive with only 13% in 2025 than 2024 (40%), although with only 8 respondents (compared to 24 in 2024) to this question it is difficult to draw any conclusions from this statistic.

- Marketing Assistance:
 - 11 percent (%) of respondents sought marketing support.
 - High satisfaction (8.5/10) this year consistent with 2024 (9.1/10)
 - With both years the number of respondents to this question is relatively low (8 in 2025 and 10 in 2024) means drawing conclusions from these statistics is difficult.

- Client Satisfaction:
 - Overall satisfaction with FIDC: 8.3/10, consistent with 2024 (8.4/10)
 - Business Development Team proactiveness: 8.4/10, up from 8/10 in 2024
 - Response timeliness: 8.6/10, consistent with 2024 (8.5/10)

- Key Client Feedback:
 - Interest in future training
 - Positive reviews for staff helpfulness
 - Marketing feedback was generally positive
 - Additional clarity was a request from some respondents about eligibility criteria, and needing to be more up front.

- Conclusion
 - Resource constraints have made 2025 particularly challenging in the training and marketing sections – although customer ratings continued to be good.
 - Business Development continues to have high ratings, as well FIDC satisfaction overall.

FIDC Client Satisfaction Survey 2025 Report

Introduction

FIDC conducted its annual Client Satisfaction Survey for 2025 from 5 January to 2 February 2026. The survey is a crucial means for reflecting on the impact of FIDC over the previous year and allows FIDC to reflect on which tools have been impactful. As this is the third year for this survey it also allows FIDC to examine trends in client feedback and the efficacy of the organisation.

The survey provides insights into client satisfaction, service engagement, and the impact of various support mechanisms provided by FIDC. On 1 July 2023, FIDC launched its new client intake system, as well as a new and updated website, and updated loan and grant schemes. Given this, FIDC also began implementing a client tracking monitoring system, quantifying a client's journey from initial meeting through to a client initiative completion. The success, and potential shortcomings, of these new systems and the overall satisfaction of clients are assessed with this Survey. One key metric that has disappeared from Survey feedback since FIDC began implementing its new client intake system 1 July 2023 is negative feedback related to "long winded forms" and "lengthy processes."

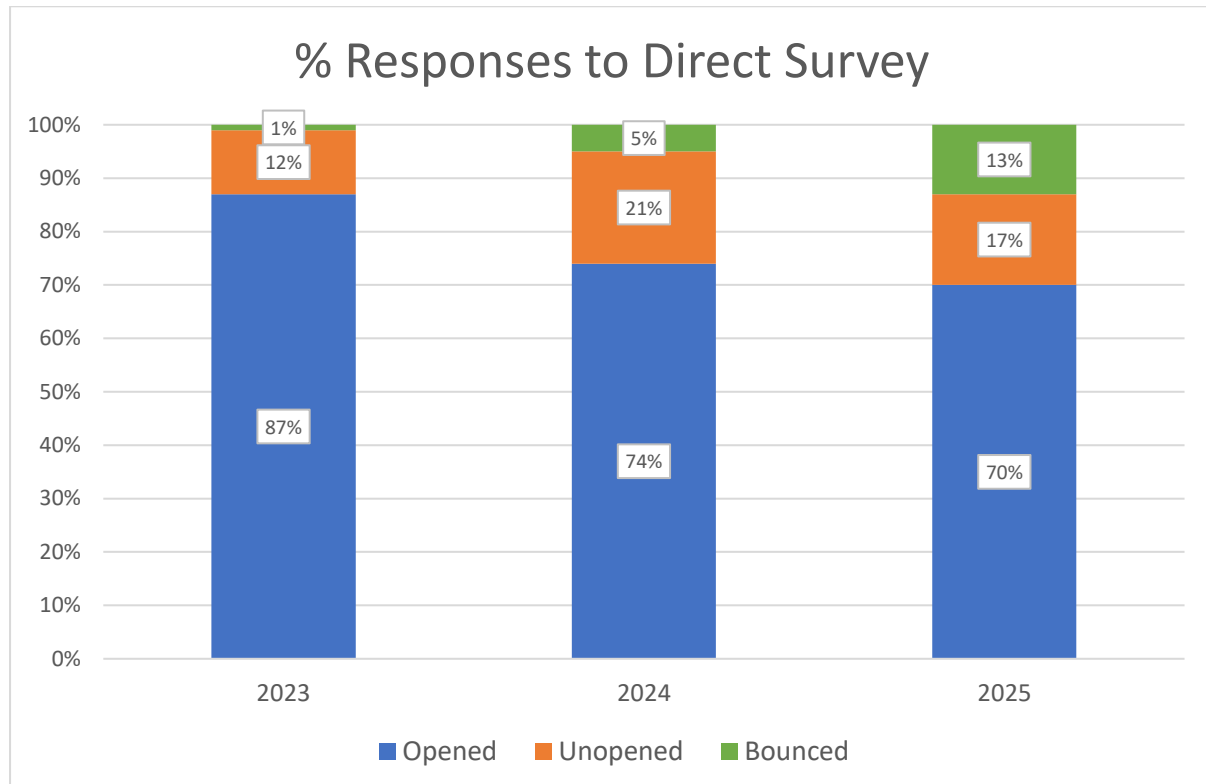
The respondent enquiries in this report reflect only the 70 respondents who participated in the 2025 survey, and not the total actual enquiries that FIDC received. This data can be found in the Client Statistics.

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Survey Participation

In 2025, a total of 228 individuals were either clients or recipients of assistance from FIDC. These individuals were directly contacted via email and provided with a link to the 2025 Client Satisfaction Survey. The graph below shows the percentage (%) traction of the email links since 2023 when this system was implemented.

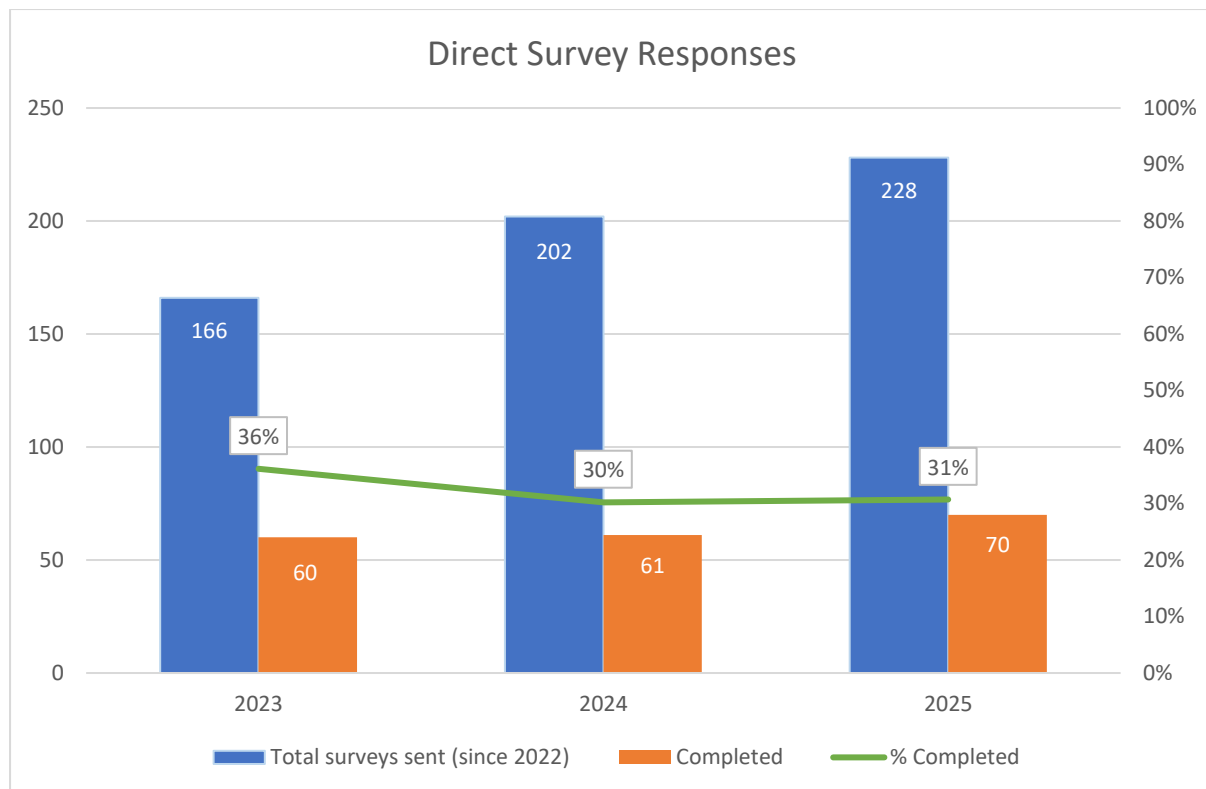


The increasing rate of bounced emails has increased year on year one percent (1%) in 2023, five percent (5%) in 2024 and 13 percent (%) in 2025 – it appears that this may be related to an email issue as bounce back from those addresses in 2024 and 2025.

Unopened surveys is relatively consistent, with an average of 17 percent (%), meaning 2025 was an average year for traction in delivered surveys.

FIDC has also seen a growing number of direct email requests – which is consistent with the increasing number of overall clients that FIDC is processing year on year as indicated below in the Total Sent columns of graph of Direct Survey Responses.

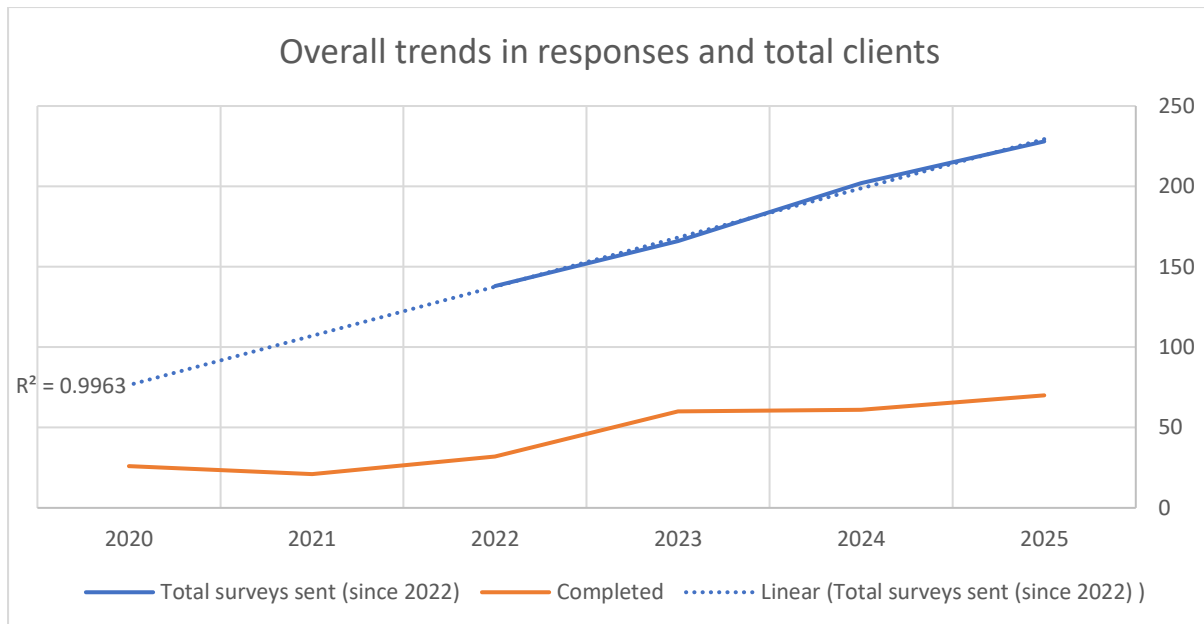
There has been a stabilisation of the trend in percentage (%) of respondents in 2025 for the direct email responses, likely attributable to the high bounce back rate. To mitigate this web-links to the survey were sent to the bounced email addresses, which gathered a further four (4) respondents. When FIDC consider the four (4) additional surveys in the total below FIDC can see that the actual rate of responses is consistent with 2024. It is not reasonable to determine if the percentage (%) responses is statistically meaningful, however the trend could be considered stable on a purely visual standpoint.



Comparison with clients identified and number of respondents over the last six (6) years shows that the number of clients of FIDC are increasing, and as indicated above responses to the survey is consistent from 2024-2025.

The graph below shows the number of clients in each given year and the number of responses. As one can clearly see the numbers of clients and responses are consistently increasing

The increase in identified clients (tracked here by total surveys sent) suggests FIDC's reach and impact are growing, even as response rates fluctuate. FIDC can also see there is a clear trend in increasing numbers of clients, and regression analysis determines that this is a statistically viable trend to a high level of confidence. Given the limited number of data points, it is not reasonable to extrapolate this data into the long-term future, however it does show that the actions since 2022 of FIDC show consistent and significant growth year on year of on average 30 more clients than the previous year.



Awareness and Initial Contact

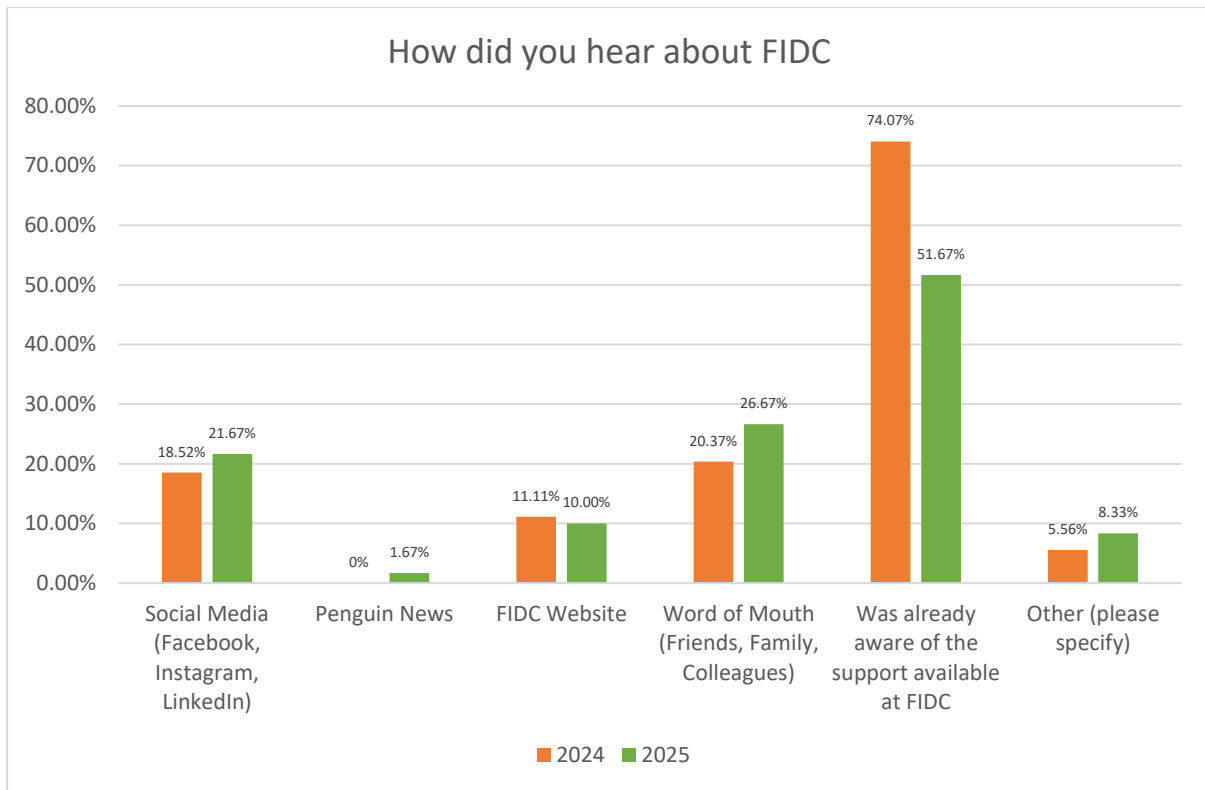
Understanding how clients become aware of FIDC’s services is essential for refining outreach strategies. This section was added in 2024, meaning there is still only two (2) years’ worth of data.

In 2024 a majority of respondents – 74.07 percent (%) – were already aware of FIDC assistance and support. This declined in 2025 to 51.67 percent (%). This could be explained by FIDC reaching a wider audience.

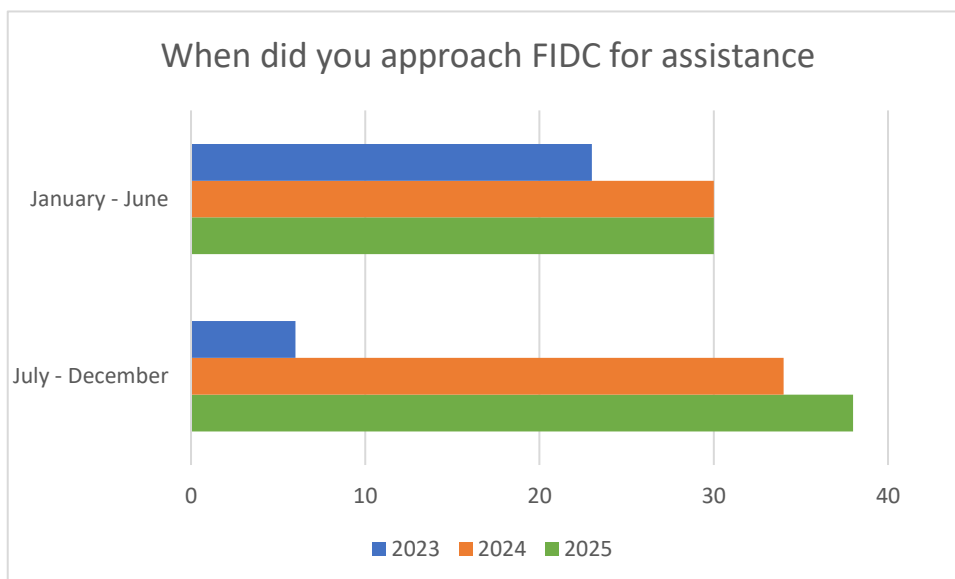
In cases where respondents had not previously engaged with FIDC, their initial exposure to its services came through various channels:

- Word of mouth was consistent with 2025 being 26.67%, up from 20.37%;
- Social media increased to 21.67%, from 18.52% – this includes Facebook, Instagram, and LinkedIn;
- The FIDC Website was stable, with 10% in 2025, compared to 11.11 % in 2024;
- The remaining portions were Penguin News (1.67%) and Other (8.33%), which included email contact, training, and Farmers Week.

The high percentage of clients who were already aware of FIDC demonstrates that FIDC retains strong brand recognition, as indicated in 2024. However, the increase in the other metrics indicates that FIDC is beginning to reach a wider audience of either new or previously unaware clients. It may also indicate that clients are becoming aware of changes to the offerings from FIDC as new products and support are developed.



When did you approach FIDC for support?



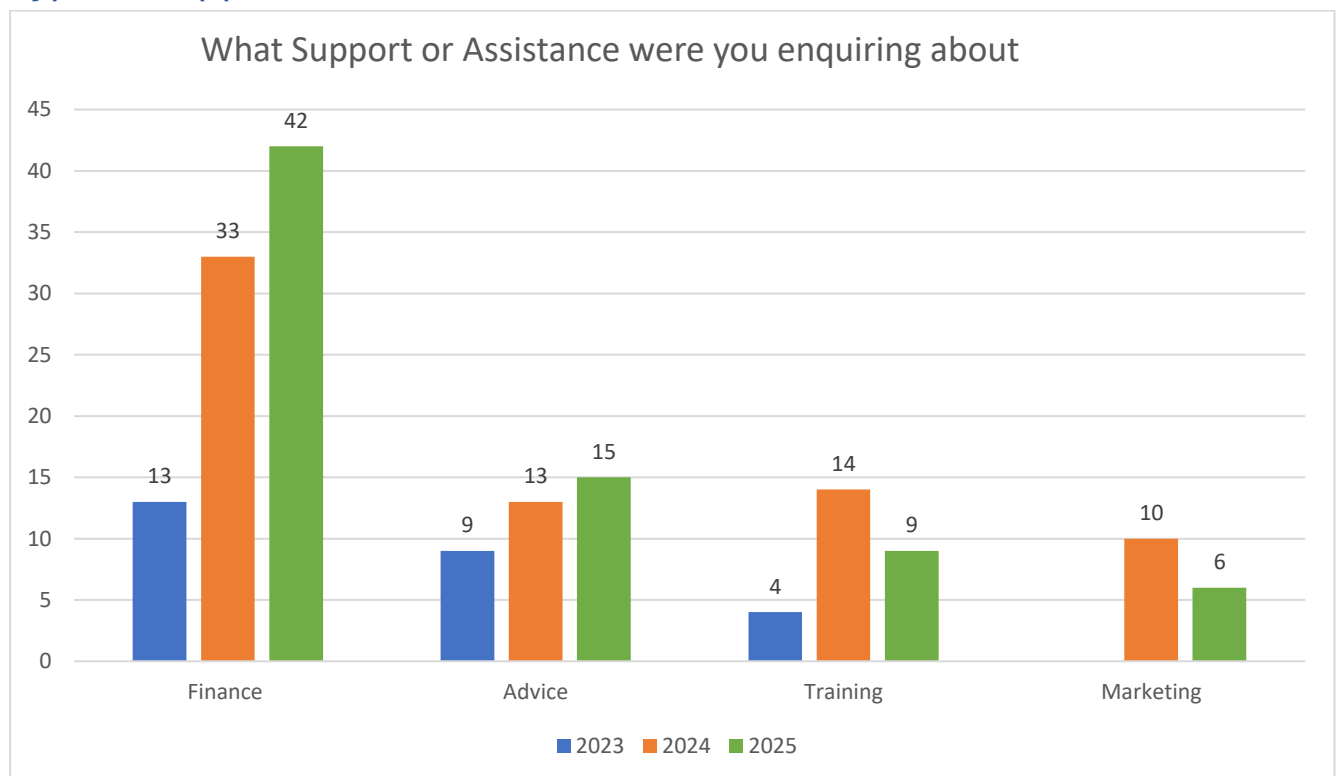
As indicated above (graph showing actual numbers of responses) – 50 percent (%) of clients in 2025 received assistance between January and June, while a slightly higher 63.33 percent (%) of clients were assisted between July and December 2025.

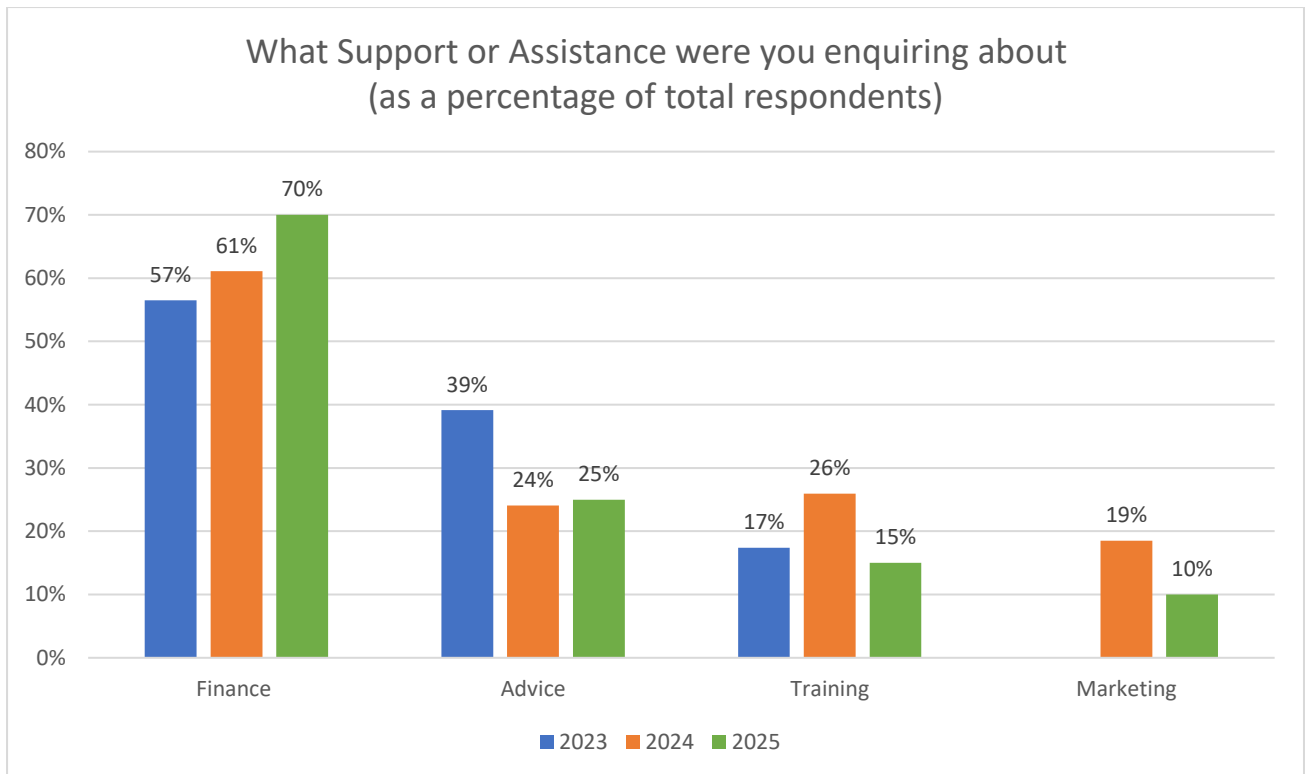
When considering the changes over the last three (3) years (since this question has been included) in 2023 the rate was significantly tilted toward the beginning of the year. This has stabilised in 2024 and 2025- as previously noted in this paper, FIDC attributes the increase to new client intake procedures and the introduction of updated grant and loan schemes, with increased grant levels available that were implemented 1 July 2023. The initial decline in applications in those first six (6) months is likely due to changes in procedure, and taking time for new system to be established.

There are clients that received assistance in both Jan-June and July-Dec periods. This indicates that they were either returning clients who required multiple rounds of support or that their assistance extended across both periods. There is not any significant difference in the total number of this metric over the three (3) years – however we are seeing a year-on-year decline in clients approaching FIDC more than once a year as a percentage of the total. This may indicate that clients are receiving more holistic guidance and bundling of funding rather than applying multiple times, which has been one of the key deliverables in the business development team.

Year	Received assistance in both halves of the year
2023	6 (26%)
2024	11 (20%)
2025	8 (13%)

Type of Support Received





The primary areas of assistance requested from FIDC are:

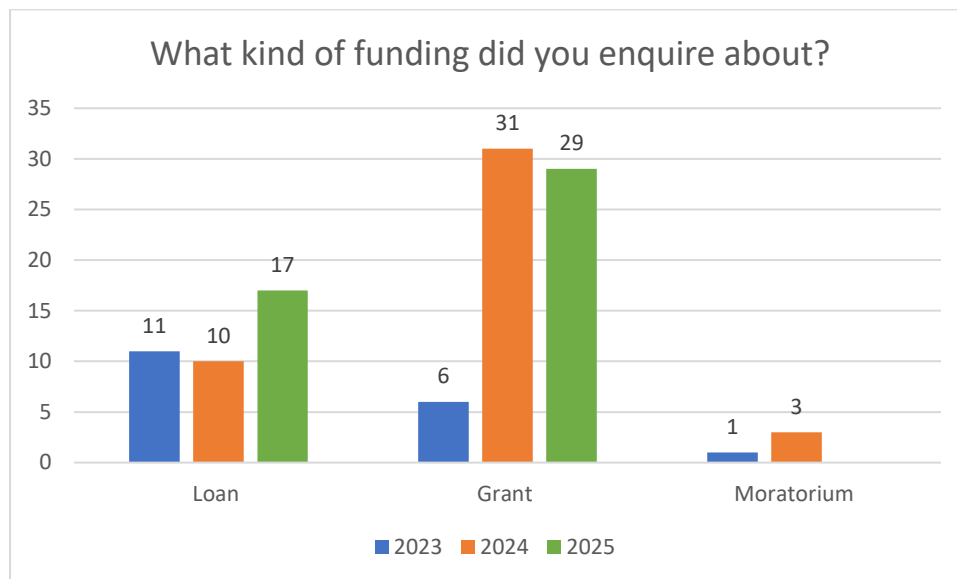
Finance: consistently the majority of respondents sought financial assistance. In terms of percentage (%) of respondents, finance remains the highest in actual numbers, and as a percentage of respondents, with a generally growing trend in financial assistance being requested. This is consistent with the business climate survey where access to capital remains a significant barrier to growth. Additional requests in this area could also be attributable to increased breadth and scope for grants and funding being available.

Advice: A decline in advice requests as a percentage of total between 2023 and 2024 is directly attributable to marketing being taken out as a separate category. 2024 and 2025, however are very similar in terms of actual numbers and percentage.

Training: There is a notable spike in training requests in 2024, with a notable decline in 2025. This may be due to other sources of funding being more available, or accessible, but is most likely due to some issues with delivering the FIDC organised training packages in 2025, which led to reduced numbers of attendees and last-minute organisation.

Marketing (tracked since 2024): With only two (2) data points, it is difficult to ascertain whether there is an actual decline in interest in marketing training - down from 19 percent (%) in 2024 to 10 percent (%) in 2025 - or if it reflects that there have been challenges in recruiting to the marketing team leading to some challenges with delivering advice.

Financial Assistance



As a percentage, grant support remains the most common enquiry, with 69.05 percent (%) of the financial enquiries, with Loan requests forming 40.48 percent (%) - within this data there are four (4) responses that requested both grant and loan funding.

As the graph above shows, the actual number of grants is stable across 2024-2025, with an average of 30 loans per calendar year. However, loans increased more than 66 percent (%) from the previously stable average in 2023-2024 – indicating a more buoyant lending climate, and potentially an improvement in the marketing and publishing of the FIDC loan packages. It may also be somewhat due to the difficulties in securing funding from Standard Chartered Bank (SCB).

2025 saw no applications for moratorium, although the reason for this is unclear. It could be that client intake and due diligence has improved so that clients are less likely to require moratorium, or a general improvement in business climate as also suggested by the increased loan figures.

Loans

Loan enquiries in 2025 were distributed across four (4) different categories, trends in these categories are consistent in 2024-2025, with Personal Green Loans continuing to be a low overall number of loans in respondents, when compared in 2023. Business Loans have continued to be the significant majority of the loan's breakdown in the 2025 respondents. The breakdown of loan enquiries year on year, with percentages indicating the total number of enquiries as a percentage of respondents is as follows:

Loan	2023	2024	2025
Commercial Green Loan	30.77%	20.00%	17.65%
Personal Green Loan	23.08%	10.00%	5.88%
Business Loan	61.54%	60.00%	64.71%
Working Capital/Short Term Loan	7.69%	20.00%	11.76%
Number of Responses	16	10	17

Of the 17 respondents, 13 were successful in loan financing (76.47%), which is very similar to 2023, where 80 percent (%) of the 10 responses were successful.

For the four (4) respondents who were unsuccessful in securing a loan in 2025, two (2) did not meet the eligibility criteria, one (1) delayed their application while they finalised the business plan, and the remaining one (1) was rejected by the FIDC board.

Reason for being unable to access loan finance	2023	2024	2025
Retrospective application	0	0	0
Did not meet eligibility criteria	0	0	2(50%)
Repayments being unaffordable	2(28.57%)	0	0
Inability to raise the required 10 percent (%) personal contribution	1(14.29%)	1(50%)	0
Project costs were too high	2(28.57%)	1(50%)	0
Change in business/personal circumstances leading to withdrawal of project	0	0	0
Other	6(85.71%)	0	2(50%)

For the previous three (3) annual Surveys, the key reasons for a loan being unsuccessful were:

- The loan application process being lengthy and complex (pre-July 2023);
- A decision by FIDC that the proposed project did not yield enough financial gain, leading to rejection. One (1) applicant stated that they proceeded with the project using alternative financing and found success despite the rejection (pre-July 2023);
- Waiting for improved electrical infrastructure and capabilities in the Islands from the Falkland Islands Government;
- Securing better financing elsewhere (pre-July 2023);
- Applications still being processed; or
- Personal Reasons.

Grants

Grant enquiries in 2025 were diverse, each serving a specific purpose. The number of enquiries is largely stable, with 40 in 2023, 50 in 2024, and 51 in 2025 - with a portion of respondents also selecting more than one, with a very common correlation between Small Business Support Grant and the Professional Fees Grant. Below is a breakdown of grant enquiries by respondents to the survey in each year and the variance between years.

Grant	2023	2024	2025
Domestic Electricity Safety Check & Improvement Grant	16%	22%	12%
Domestic Thermal Energy Grant (renewable heating system)	6%	0%	3%
Domestic Thermal Efficiency Grant	32%	13%	24%
Developing Camp Water Systems Grant	16%	22%	9%
Commercial Thermal Energy Grant (renewable heating system)	3%	6%	6%
Commercial Thermal Efficiency Grant	6%	9%	6%
Environmental Consultancy Grant			0%
Small Business Support Grant	19%	19%	24%
Professional Fees Grant	3%	16%	21%
Business Development Grant (Training & Certification)	3%	3%	6%
Electric Vehicle Grant	3%	9%	18%
Renewable Energy Grant	19%	38%	24%
Total Number of Respondents	40	50	51

Domestic Electricity Safety Check & Improvement Grant: There was an increase in applications for this grant in 2024, but then a decrease in 2025.

Domestic Thermal Energy Grant (renewable heating system): Saw a small increase to one (1) application in this survey, from zero (0) in 2024.

Domestic Thermal Efficiency Grant: This grant saw a decrease in enquiries in 2024, but has since then risen in 2025. Feedback anecdotally has suggested that this grant is not well known.

Developing Camp Water Systems Grant: The number of enquiries for this grant increased, reflecting a demand for improving water systems in 2024, but then dramatically dropped in 2025. This could be due to some clients bringing their applications forward into 2024. The data from the Client Stats from 1H 2026 should indicate if there is any increase again in 2026.

Commercial Thermal Energy Grant (renewable heating system): There was a slight increase in interest – from three (3%) in 2023 to six percent (6%) in 2024 - which continued to be stable in 2025.

Environmental Consultancy Grant: This grant was not used by any of the responders in the survey.

Small Business Support Grant: A consistently popular grant with an increase in 2025, this also has a very strong correlation with the Professional Fees Grant.

Professional Fees Grant: This category saw a significant rise in 2024, increasing from three percent (3%) to 15 percent (%), and a similar rise in 2025, up to 21 percent (%).

Business Development Grant: Remains poorly utilised, however this has increased this year (2025).

Electric Vehicle (EV) Grant: Continues to grow each year, as EVs become more mainstream, and useful to the general population in the Islands.

Renewable Energy Grant: Although the percentage of respondents dropped in 2025 from 38% in 2024 to 24% in 2025, in general terms this remains one of the joint top grants (joint top with Domestic Thermal Efficiency and Small Business Support). Since the initial surge in interest in the second half of 2023 and into 2024 the interest has dropped, but this remains an impactful grant for rural development.

Grant funding continued to be popular in the respondents of the survey, with 51 responses to this question, from 70 total responses. Out of 33 applicants, 27 received the financial support they originally requested, yielding a success rate of 82 percent (%). This is consistent with the 2024 Success rate of 81 percent (%).

The total number of applicants being unable to access grant finance remains low, and is consistently dropping in actual numbers as well as continuing to drop as a percentage of total applicants.

Reason for being unable to access Grant finance	2023	2024	2025
Retrospective application	1 (14%)	0	0
Did not meet eligibility criteria	1 (14%)	1 (14%)	2 (33%)
Could not raise contribution to scheme	0	2 (28%)	0
Project costs were too high	1 (14%)	1 (14%)	0
Change in business/personal circumstances leading to withdrawal of project	1 (14%)	0	1 (16%)
Other	4 (57%)	3 (42%)	4 (66%)
TOTAL unsuccessful	8 (29%)	7 (19%)	6 (18%)

For those who were unsuccessful in securing a grant in 2025, respondents cited the below reasons:

- Project Still Ongoing;
- Misguided;
- Service not aimed at fledgling business (this is a long response that ultimately is centred around being ineligible);or
- Farm does not have enough reserves to continue (FIDC very helpful).

In 2024 the main reasons were:

- Eligibility Criteria: Some applicants failed to meet the necessary eligibility conditions;
- Affordability Concerns: Respondents cited issues with raising personal contributions or managing repayment obligations;
- High Project Costs: The scale of the projects exceeded the available budgets of the respondent, and the grant funding was not enough to bridge the difference; or

- Three (3) applicants reported being rejected for reasons such as a “lack of understanding or support”, “needing confirmation of clients before assistance would be available,” or “flatly refused.” Upon further investigation, using the FIDC client tracking system to cross reference the results, these clients did not meet the eligibility criteria.

In 2023, the key reasons for a grant being unsuccessful included, retrospective applications, not meeting eligibility criteria, high project costs, change in circumstances of the inability to secure quotes – along with the pre-July 2023 feedback including the reason that related to the previous complicated application process.

What FIDC can see from this data is that the application process is improving year on year with less clients getting to the application stage and not receiving funding. This indicates that the advice they are receiving is improving, which reflects well on FIDC as an organisation.

Business Development Support

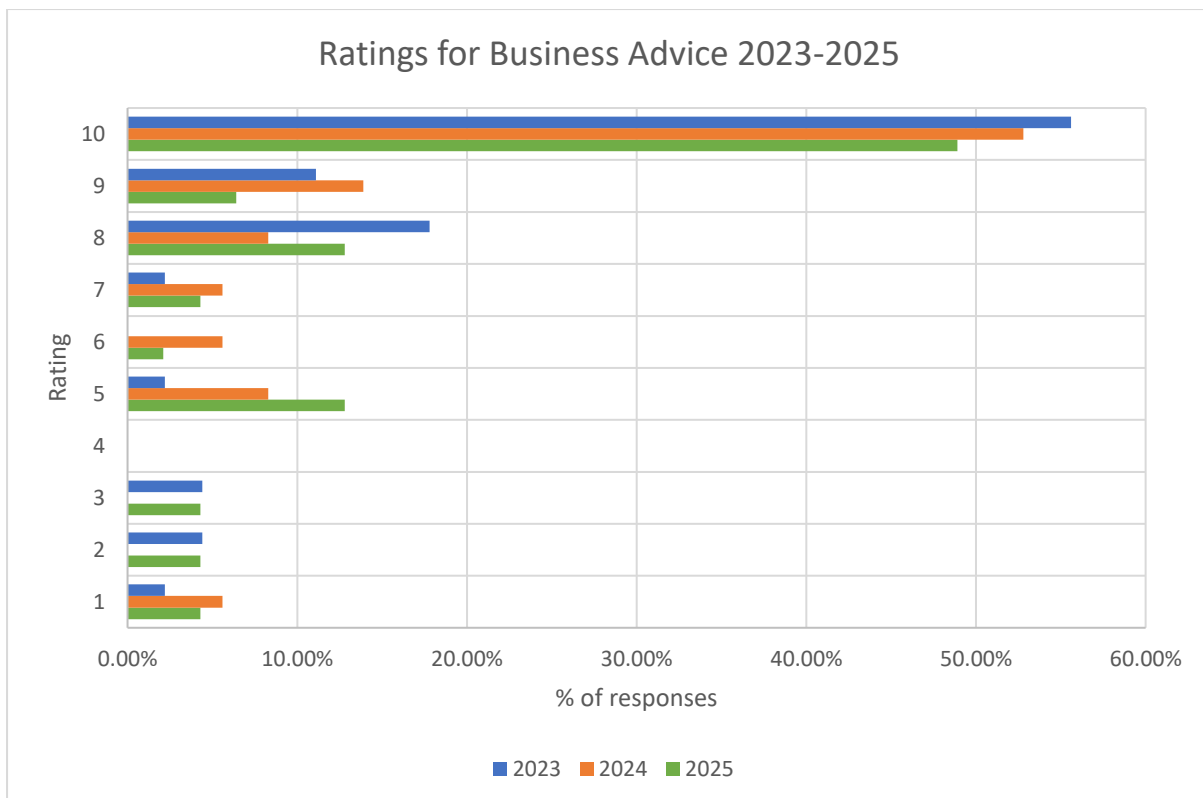
FIDC’s Business Development Officers play a key role in advising clients, with 40 of 47 respondents – or 85 percent (%) – confirming that they discussed available support packages with their officers, compared with 80 percent (%) in 2024. Clients sought advice on a variety of topics, including:

Business Development Advice	2023	2024	2025
Business Start-up	18%	19%	38%
Business Growth	27%	19%	26%
Financial Health Check	7%	0%	4%
Business Planning	13%	14%	19%
Domestic Energy	38%	44%	38%
Commercial Energy	16%	22%	13%
Marketing	7%	14%	9%

The heatmap analysis from the last three (3) years above shows that Domestic Energy is a consistently high interest area. Whereas Financial Health Check is consistently the bottom in terms of interest from clients. 2025 showed good growth in Business Start Up, which is encouraging, and again points towards positive business environment that year. There was a decline in marketing interest, however as discussed previously this is likely due to challenges in recruitment of that function in 2025.

The average satisfaction rating for advice given was 7.8/10, 23 of 47 respondents rating FIDC 10. In 2024, this was 8.4/10, with 19/36 rating 10, and in 2023 8.5/10, with 25 out of 45 respondents rating 10.

The chart below shows the overall responses for the last three (3) years. It indicates that although the average rating has declined from 2024 to 2025, the number of clients that give a rating of 10 are still around 50 percent (%). There was a greater number of clients rating five (5) in 2025, which has brought down the average rating. There is no specific reason given for this during the survey. The number of low ratings is consistent across the years of the survey.



Additionally, 30 out of 47 (**64 percent, %**) respondents indicated that the advice they received led to a funding application. For comparison in the 2024 survey, 27 out of 36 (75 percent, %) led to funding and in 2023, 22 out of 45 respondents (48.89 percent, %), followed through from advice to a successful application.

Marketing Assistance

This section was introduced in 2024. The take up of marketing advice declined slightly in 2025 – the assessment is that resource constraints within FIDC meant that there was limited capacity to deliver this area in 2025, which is consistent with the written feedback. Overall, the consensus was very positive, so properly resourcing this service in 2026 is a key takeaway:

Marketing Advice or Assistance	2024	2025
Social Media/Marketing Guidance and Advice	9	6
Meta Business Suite Tutorial	5	2
Canva Design Programme Tutorial	5	4
Assistance with Facebook/Instagram Access Issues	5	0
Attended “Marketing the Falkland Islands Presentation”	4	0
Other (please specify)	2	1
Total numbers in survey	10	8

Eight (8) respondents (11 percent, %) indicated that they receive Marketing Advice, Assistance and/or Support, with all respondents selecting multiple areas where they were assisted; as indicated in the table above.

Client satisfaction with marketing support was rated 8.5/10, in 2024 satisfaction was 9.1.

Feedback from 2025 was limited, with only two (2) answering, one (1) of which was N/A, the other asked for “More Canva and planning for marketing”.

Feedback from 2024 respondents included:

- I had lots of sessions including late evenings helping me. I am really grateful for how flexible the team was and how much they were able to help and I hope to have more help in the future;
- The department is really busy which produces delays in arranging sessions. However, it is worth the wait so it is fine in the end;
- I attended the marketing the Falklands session at the cinema, and I would like to see some generic or other business focused sessions to improve skills, along with the opportunity for peer engagement and learning; and
- A marketing course trained by an industry professional with years’ experience in the market. This could offer new insights and a different mindset to marketing.

Training and Workshops

Of the 70 responses to the 2025 survey, only eight (8) answered the question to say if they had attended training, of which a further four (4) responded yes. This is such a small sample size that it is not reasonable to draw any conclusions from it.

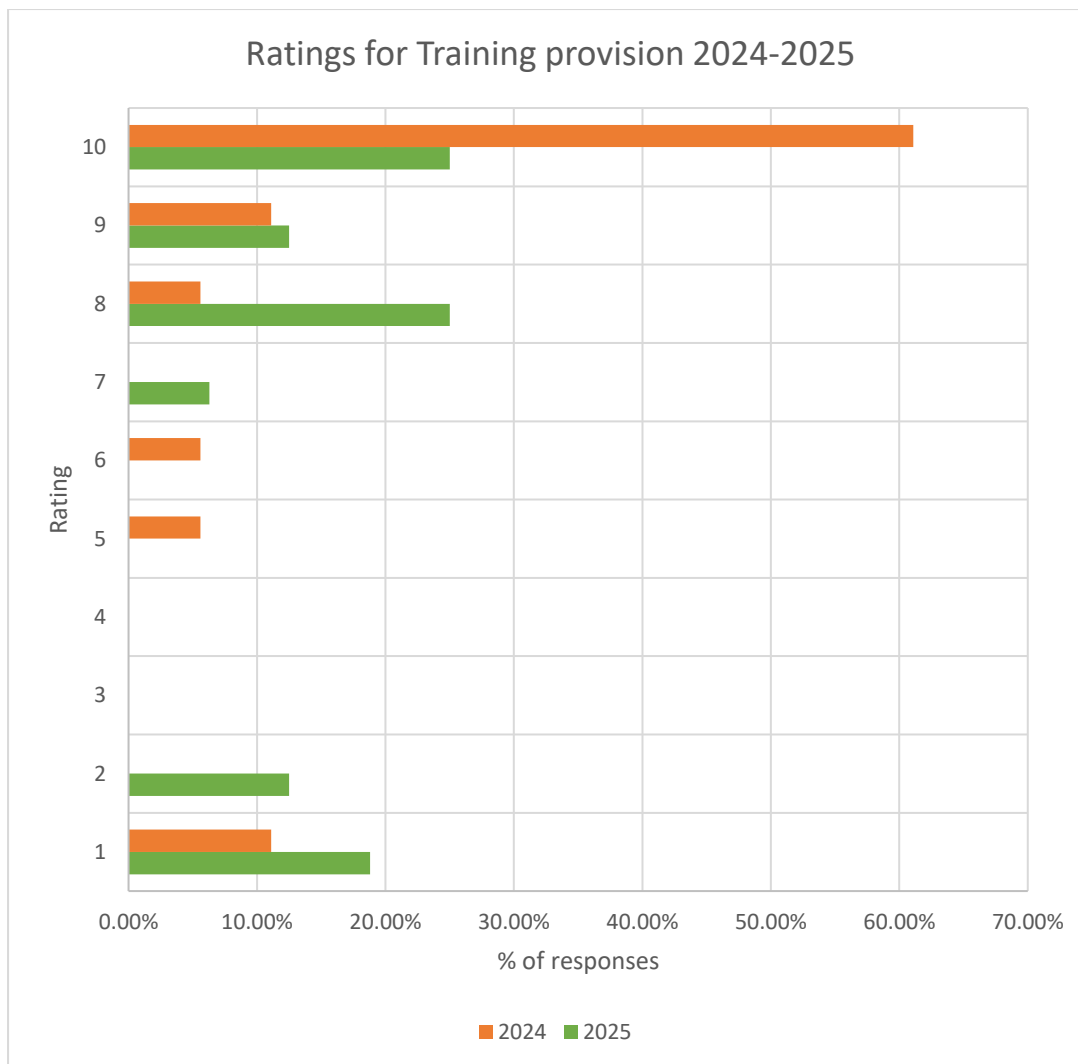
There were nine (9) responses that did clarify what training they had done indicating that it was nine (9) of 70 (13 percent, %) of respondents had done training with the courses broken down as follows:

- 3 x Leadership & Management
- 2 x Personal Impact & Presence
- 2 x Presentation Skills
- 3 x Marketing/Social Media
- 1 x Human Resources
- 2 x Project Management
- 1 x Response commented, ” Start-up business presentation at the Malvina”.

In the 2024 Survey, 24 respondents (40 percent, %) participated in FIDC-facilitated training sessions, compared to 2023 when seven (7) respondents out of 45 (15.56 percent, %) participated in training or attended courses.

The average satisfaction rating for training sessions in 2025 was 6.5/10, whereas in 2024 this rating was 8.3/10, and in comparison, this rating was 8.6/10 in 2023.

Below is a breakdown of the ratings from 2024 and 2025.



For 2024, this rating was 7.8/10 for clients between January - June 2024, and 8.7/10 for clients from July to December 2024.

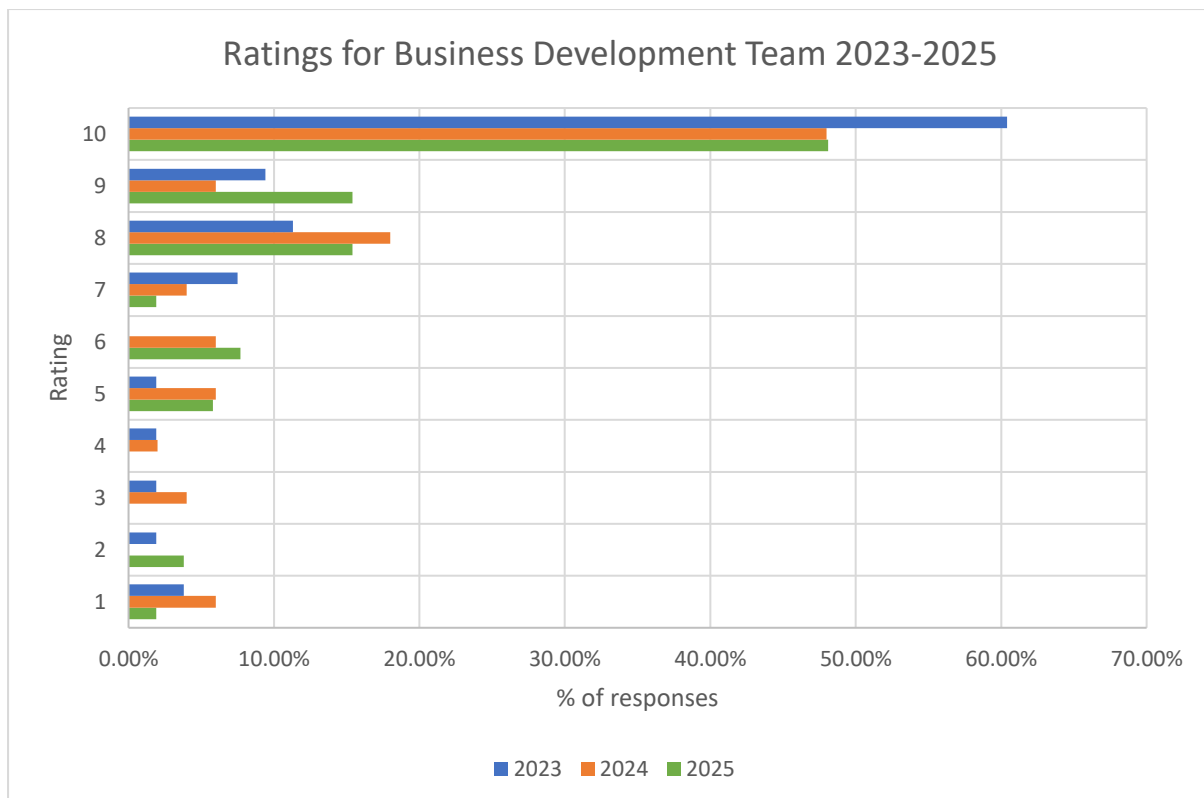
Training feedback in 2025 was mixed, and many challenges were faced by the team to deliver training at short notice. However, it has allowed the team to examine the main opportunities for improvement and we are confident that 2026 will show a significant improvement.

Feedback from respondents included:

- Potential for funding for training
- Interest in future training courses
- Positive reviews for staff and how helpful FIDC have been
- Questions about eligibility criteria being unfair

FIDC Team and Services

Overall rating for proactiveness of Business Development (BD) team was 8.4/10, up from 8.0/10 in 2024, and nearly back to the 8.6/10 from 2023. The number of responses to this question was high (50+ each year)



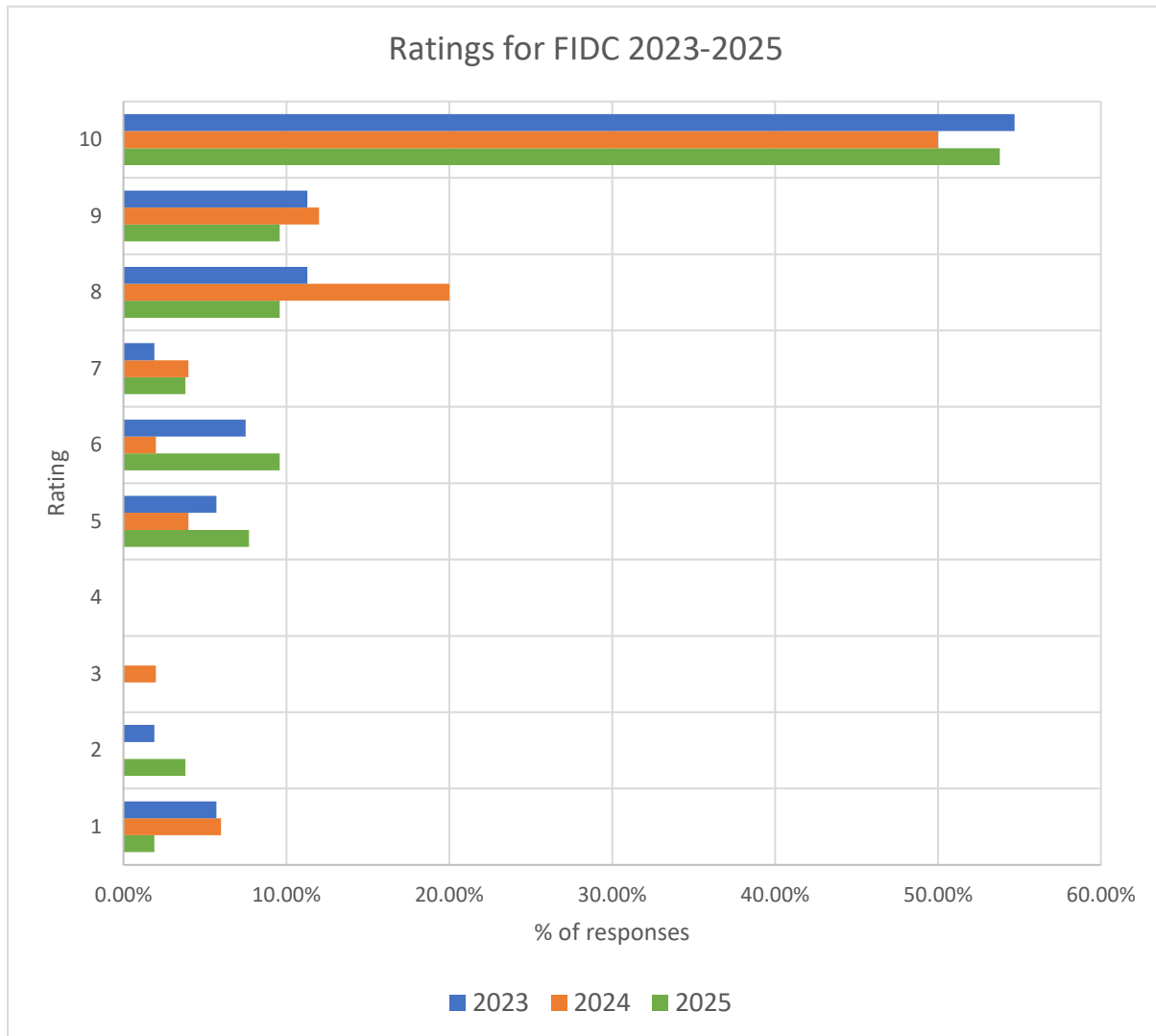
These ratings are consistently good across all three (3) years. The 2025 data indicates a good maintenance of services and that the BD team are working to improve responses.

For the 2025 survey 81 percent (%) of respondents (42 of 52) Survey, stated they did not receive a site visit from FIDC during the year. This is up from 70 percent (%) in 2024. This statistic was 66.04 percent (%) in 2023. This indicates that FIDC need to re-focus on site visits for clients, as this is a key metric for Objective 4 of the Corporate Plan for visits to camp.

Response timeliness from the Business Development team was rated 8.6/10, with 52 responses. This is consistent with 2024 and 2023, which were 8.5/10 and 8.6/10 respectively

The overall experience with FIDC received an average rating of 8.3/10, with 52 total responses. This is consistent with 2024 results of 8.4/10, with 50 respondents. 2023 was also rated 8.4/10 with 53 responses.

These results are shown below. This metric is a good representation of the reputation that FIDC has built over the last few years, with consistent overall good results for ratings from clients.



Feedback and Suggestions

The final question in the survey asked if clients had any further feedback that they would like to offer the FIDC Team, including suggestions for additional services or areas for exploration.

Of the 18 respondents who provided feedback:

- 12 offered positive comments, praising the team and their experience with FIDC;
- 3 provided constructive feedback on areas for potential improvement;
- 2 indicated that they had no additional feedback; and
- 1 respondent gave a negative review.

Key Themes from Client Feedback:

Continued High Satisfaction with FIDC Support: Respondents expressed appreciation for FIDC's assistance, particularly regarding the new client intake application process and the expertise of Business Development Officers. Business Development officers were mentioned by name with positive feedback.

Need for Clearer Communication on Grants and Eligibility: Some respondents felt that the information regarding available grants and particularly the eligibility criteria could be more clearly communicated, with one (1) respondent being particularly unhappy that immigration criteria are included in the criteria.

Expanded Training and Marketing Support: Clients expressed interest in additional training, including specific mention of the Harrison Moody training offerings.

Administrative and Process Improvements: A few clients noted delays in responses due to staff changes or availability - one (1) comment indicated problems with confidentiality.

Conclusion

Generally, FIDC continues to have high ratings across the organisation, Business Development team has specifically shown very consistent results across the last three (3) years.

Areas to consider are ensuring staffing and resource is available to deliver the services in a timely and organised fashion. Training feedback was significantly more mixed than previous years; this can be attributed to staffing challenges in the Projects Department, which led to a last-minute effort to arrange the training courses and delivery.

Ensuring that the criteria for a business to be eligible for funding needs to be communicated with all clients, and potentially included in any public meetings or seminars as part of the introduction.

Marketing assistance has been reviewed positively for the last two (2) years, however delivering this training has been limited due to resource constraints. Ensuring that there is the resource to allow this to be delivered is important for 2026.