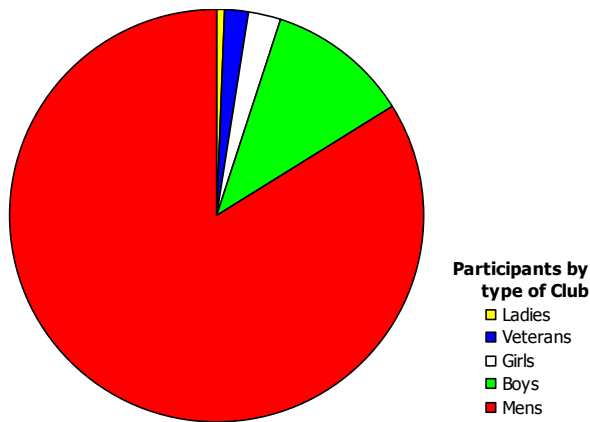


Suffolk County Football Association

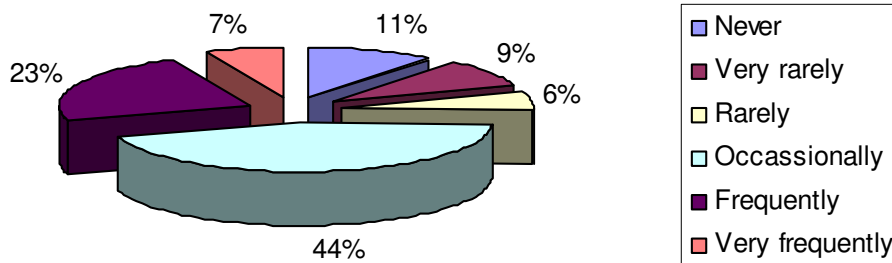
Club Satisfaction Survey 2007/08 Results Analysis

205 Clubs took part in the Suffolk FA Club Satisfaction Survey 2007/08. This works out as 32.7% of Affiliated Suffolk Football Clubs. The responses came from a variety of clubs:

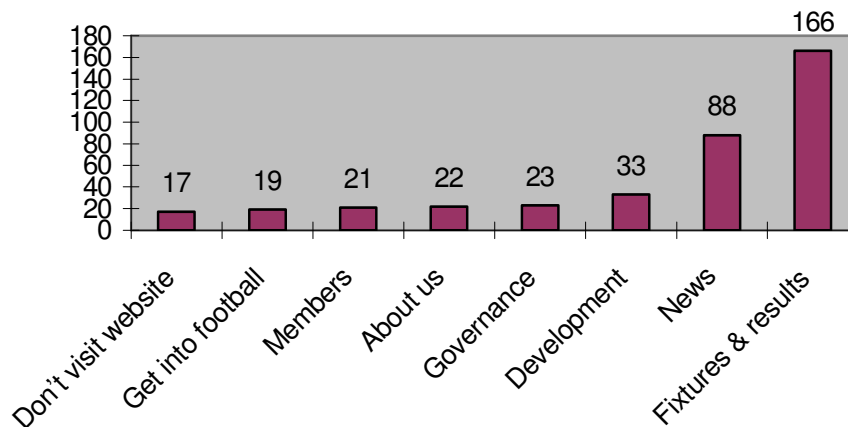
- 🏆 2% came from Veterans clubs
- 🏆 2.4% from Female youth football clubs
- 🏆 11.2% from Male youth clubs
- 🏆 0 responses from Disabled football clubs
- 🏆 Only 1 of the 14 Women football clubs in Suffolk took part in the survey



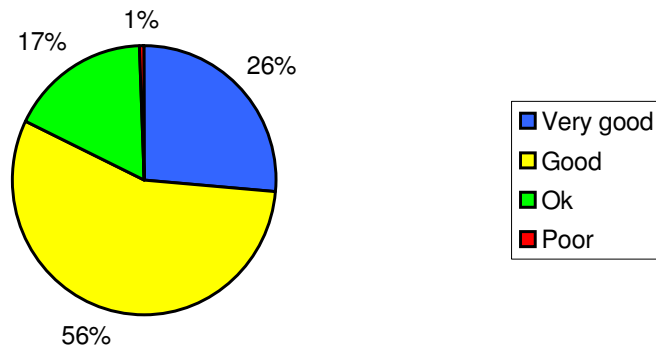
Q1. How often do you visit / use the Suffolk FA website?



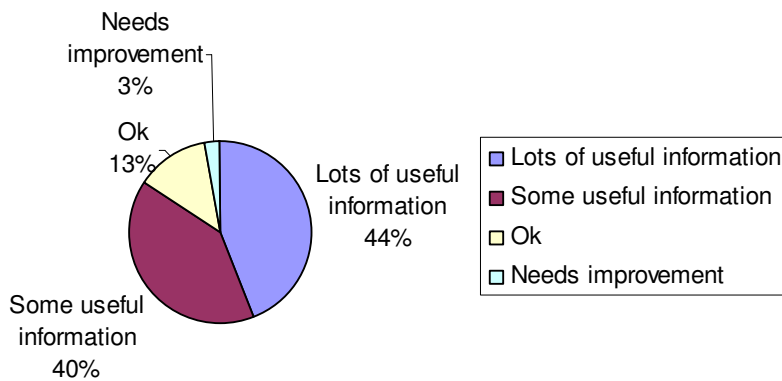
Q2. When visiting the site, which sections do you look at?



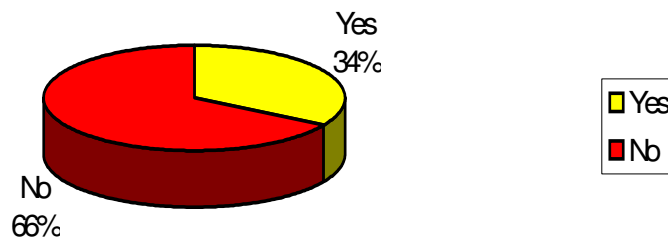
Q3. How do you rate the presentation of the website?



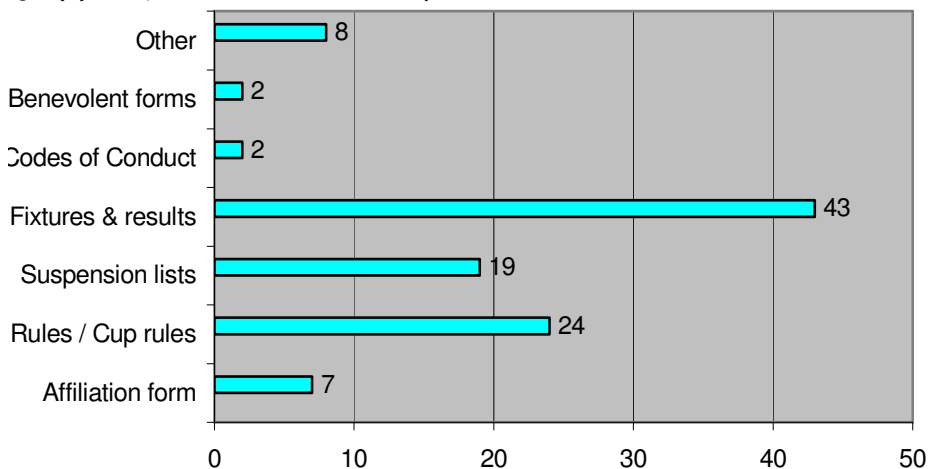
Q4. How do you rate the content of the website?



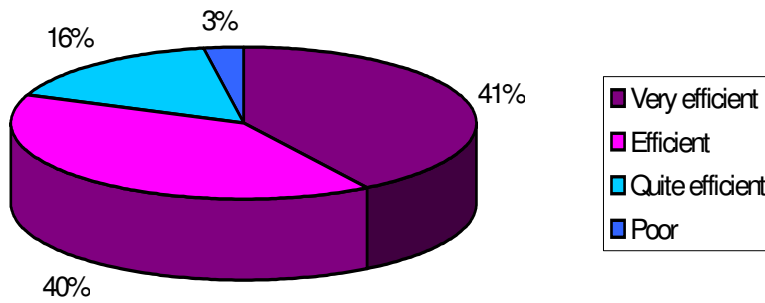
Q5. (a) Do you ever download documents from suffolkfa.com?



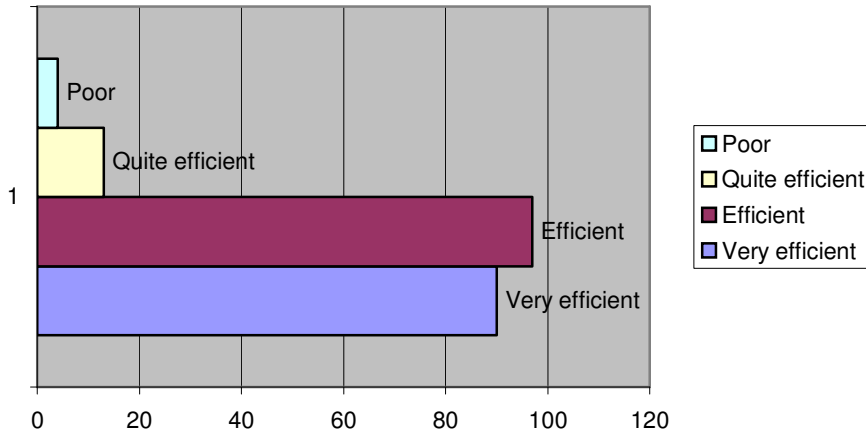
Q5. (b) If so, which documents have you downloaded?



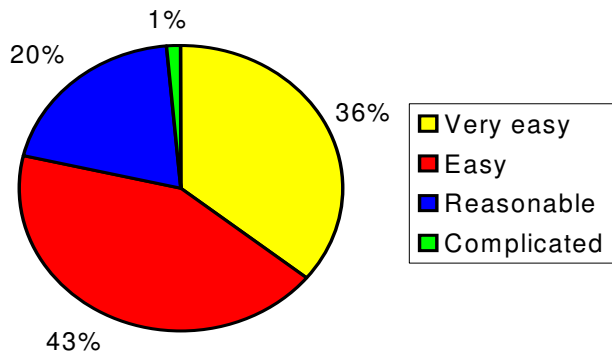
Q7. How efficient have you found the Suffolk FA with handling your clubs disciplinary cases?



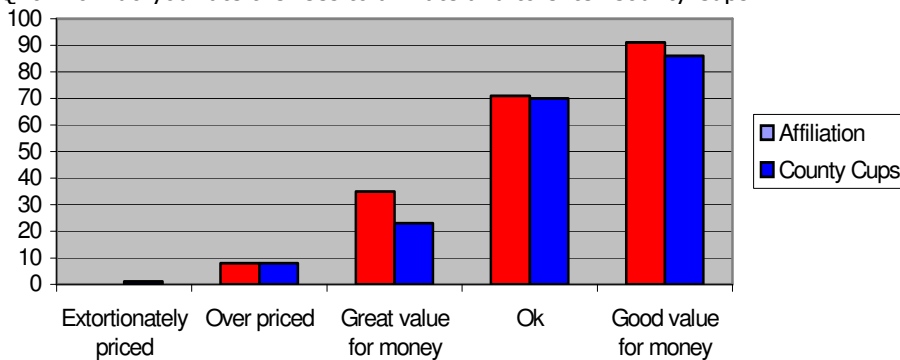
Q8. How efficiently are the Suffolk FA's county competitions run?



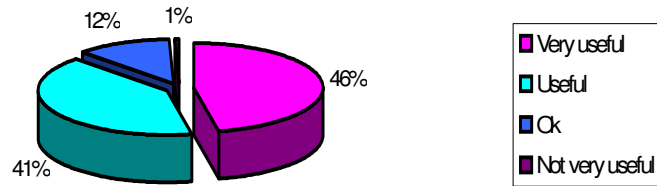
Q9. How easy do you find the affiliation process?



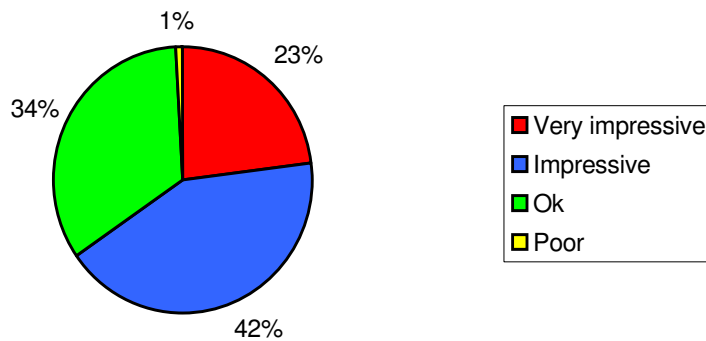
Q10. How do you rate the fees to affiliate and to enter County Cups?



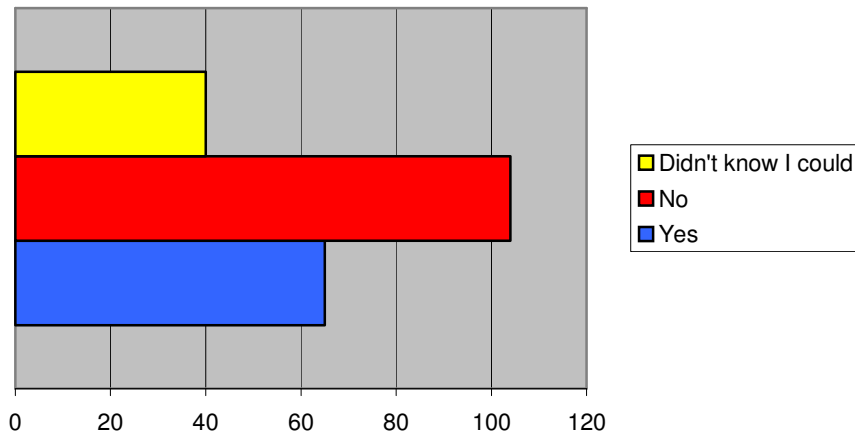
Q11. How do you rate the 2007/08 season Suffolk County FA handbook?



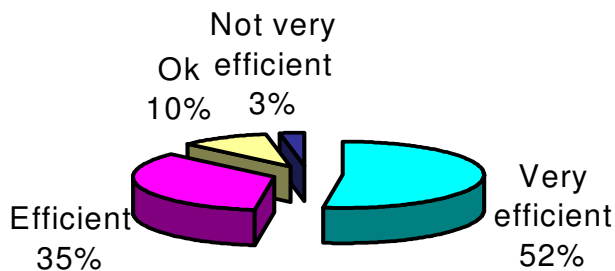
Q12. How do you rate the presentation of the correspondence and documentation you have received from the Suffolk FA (including letters, emails, handbook etc)?



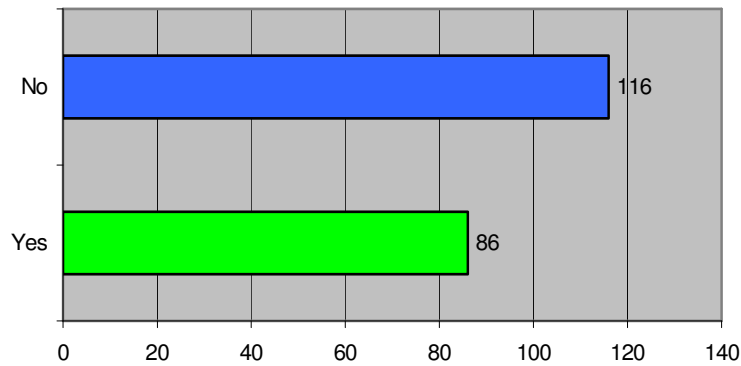
Q13. Have your club, ever purchased England/FA Cup Final tickets from the Suffolk FA?



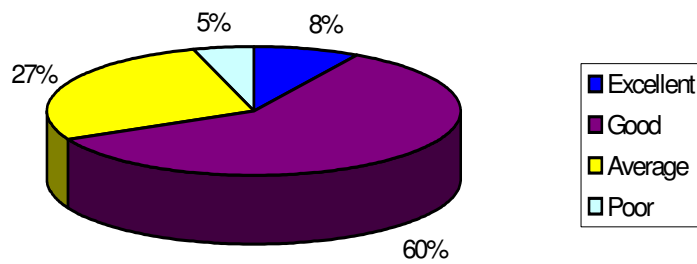
Q14. How efficient have you found the process of purchasing them through Suffolk FA?



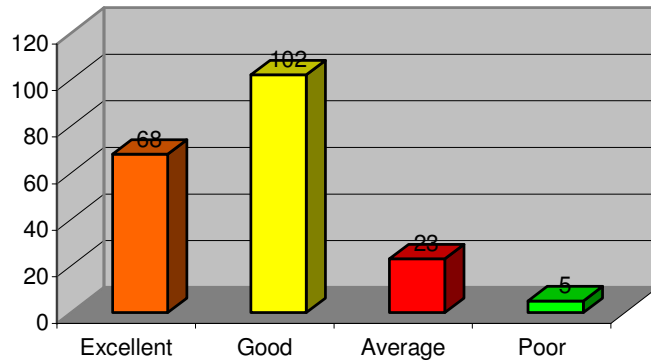
Q15. Has your club ever attended a disciplinary personal hearing with Suffolk FA?



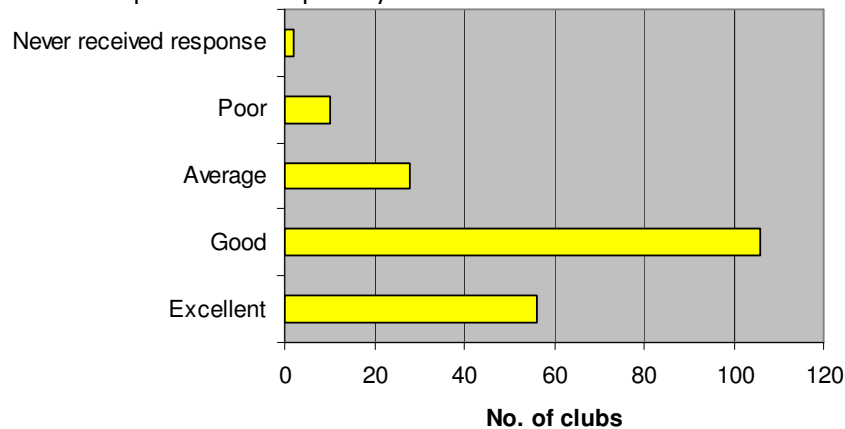
Q16. If yes and putting aside club bias, how would you rate the quality of the hearing?



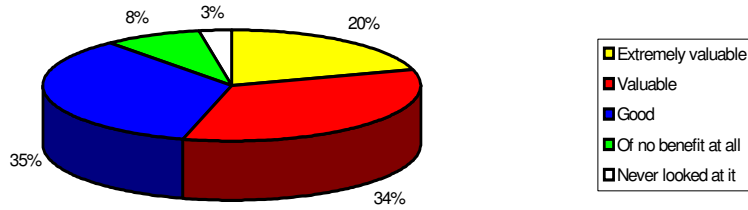
Q17. When contacting the County FA HQ by telephone, how would you rate the quality of service you receive?



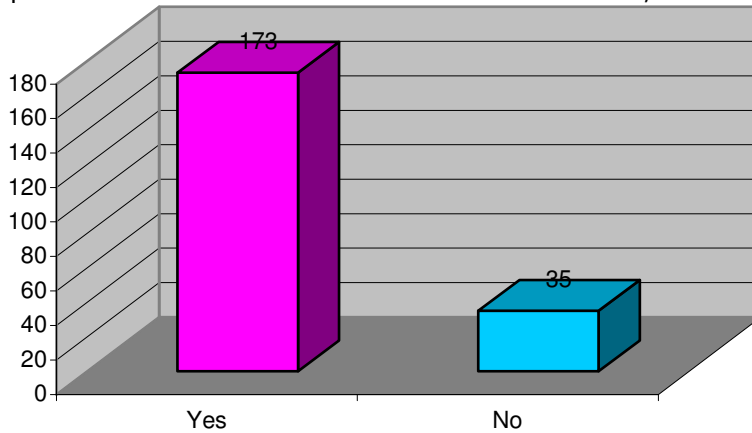
Q18. When corresponding with Suffolk FA, by e-mail or through the post, how would you best describe the speed of the response you receive?



Q19. Suffolk FA has provided all affiliated clubs with a Factfile with their affiliation receipt for this season, how do you rate the value of this publication to your club?



Q20. Are you aware that Suffolk FA provides all affiliated clubs with Public Liability Insurance as part of their affiliation? In 2007 this was at a cost of £25,000 to Suffolk County FA.



SUFFOLK FA WOULD LIKE TO THANK AGAIN ALL OF THOSE CLUBS WHO TOOK THE TIME TO TAKE PART IN THE CLUB SATISFACTION SURVEY; YOUR FEEDBACK IS EXTREMELY VALUABLE AND MUCH APPRECIATED.

