

Immunology, Immunochemistry & Allergy

Summary of Responses

UK	28%
EU	54
Non EU	18%

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EU	54
Non EU	18%

86% of respondents said that our online re-registration process was simple and effective.

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96% of respondents found the information on the UK NEQAS IIA website useful.

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www.immqas.org.uk

97% of respondents said that they found UK NEQAS IIA staff to be polite and helpful.

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95% of respondents said that their queries had been dealt with promptly and efficiently.

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ukneqas@immqas.org.uk

96% indicated that our samples were received on time and in accordance with our schedule.

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96% of respondents said that our samples were adequately packaged.

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95% thought our web service for entry of results and report retrieval was easy to use.

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www.immqas.org.uk/sampleentry

89% of respondents said that UK NEQAS IIA EQA reports were easy to follow.

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99% of respondents said they found the report turnaround time to be acceptable.

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"I have been very satisfied with UK NEQAS, have found your staff amazing if I have any problems"

“Thank you for the excellent service”

"Our query was dealt with quickly and professionally. Thank you."

