

Customer Feedback 2024

Our Values in Action

One of Beyondly's 5 core values is respect, and it's essential to us that all customers feel treated fairly and equally. This year, we set a target of 95%, and we're pleased to report that 99.5% of our customers surveyed agreed with this sentiment.



94%

Of customers rated our customer service as "GOOD" or "EXCELLENT".

88%

Felt they received all the support they needed.



63%

Of customers said they were highly likely to recommend Beyondly.

Customer service and industry knowledge were rated the most highly valued attributes of Beyondly.

What Our Customers Say...

"Beyondly's services and support are indispensable to our business. Their personalised, down-to-earth approach instils confidence in our compliance efforts and provides us with exceptional peace of mind."

BSW Timber Solutions
Quality & Environment Manager

"Love working with the team at Beyondly - they make compliance so much more manageable and less daunting."

Temple Spa
Head of Operations

Approachable
More than compliance
Respectful
One Stop Shop Youthful
Customer orientated Bold
Going the extra mile! Personable
Experts Top Class Service Supportive
Customer focused compliance Reliable
Friendly Sustainability Reputable
Beyondly is...
Efficient Informative
Packaging Compliance Leaders
Professional Trustworthy B Corp
Patient Knowledgeable Questioning
Educational Commitment Quality
Attentive Memorable Value for money
Progressive
Innovative

You Said, We're Listening

Clearer email communications: This year we introduced our communication strategy, so moving forward, all our emails will be clearly labelled with either 'Action Required' or 'Required Reading,' so you won't miss any crucial information.

More resources to support with legislative changes: Our team are currently completing a resource review exercise based on customer feedback so you'll have all the information and more confidence in your compliance.

More in person and site visits: We acted on this straight away and have recently reviewed our customer base and will be looking to schedule more site visits and face to face meetings in the next year.

We'd love to hear more feedback.
Speak to our quality team today!

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BEYONDLY