



CLIENT SATISFACTION REPORT 2025



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LETTER FROM THE DIRECTOR



HANA GORGES
EXECUTIVE DIRECTOR

Dear Valued Clients,

As we look back on the past year, we are grateful for the trust and support you have continued to place in us.

Your feedback is vital to our growth, and we are pleased to share the results of our annual client satisfaction survey with you.

Our team is committed to providing exceptional services, and your input guides us in delivering the best possible experience.

Thank you once again for your continued partnership, and we look forward to serving you even better in the coming year.

“We are what we repeatedly do. Excellence, then, is not an act but a habit”

- Aristotle

→ Training

Implemented 2 trainings

→ **95%**

Client retention rate

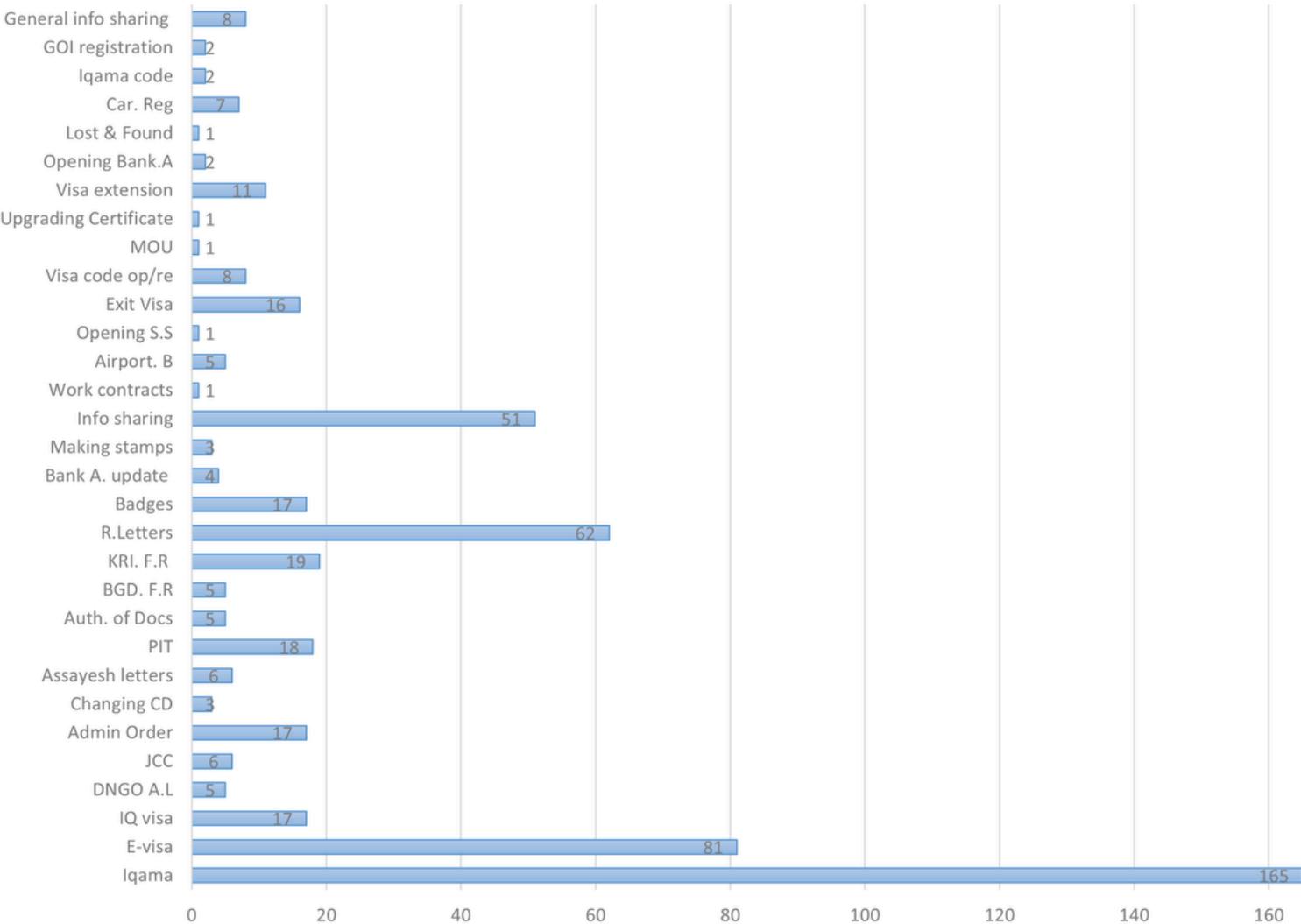
→ **96%**

Client satisfaction rate

Performance Overview



Services Provided in 2025



Program in 2025

Training

- 2 rounds of a 4-day Finance Management Training in:
 - Erbil
 - Nasiriyah

Training Feedback

- Participants expressed high satisfaction, valuing new skills gained, engaging discussions, active involvement, practical application, useful information shared, and convenient scheduling.



93%

Trainee satisfaction rate



4.5

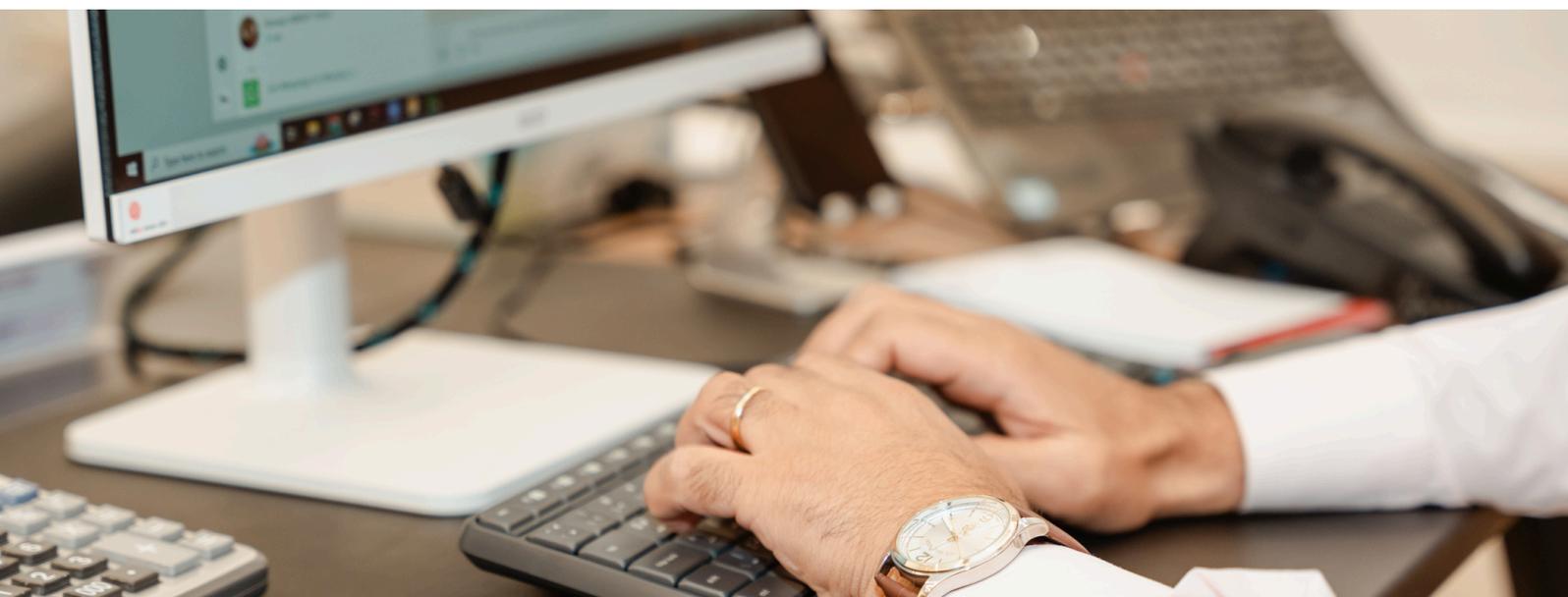
Practical learning applied (out of 5)



4.8

New skills developed

2025 was a year of strategic focus, emphasizing quality delivery, internal strengthening, and program redesign. While fewer programs were implemented compared to previous years, this period allowed us to refine our approach and prepare for expanded, higher-impact engagement in the coming years.



Client Feedback

We received feedback from 21 different NGOs, including both national and international organizations. The survey addressed various aspects of our services, and we are grateful for the time and effort each respondent dedicated to sharing their insights.

All respondents reported a positive experience throughout 2025. Eleven respondents noted that the quality of work stayed the same as before, while ten respondents highlighted an improvement in work quality.

↑ **4.8**

Work efficiency/quality (out of 5)

↑ **4.8**

Performance speed/deadlines

↑ **4.9**

Communication & Flexibility

↑ **4.7**

Regular Updates to Country Director



Testimonials

“We are very satisfied. Work was done quickly, calls were answered, questions were handled well, and the services we requested were done properly. We hope you continue to progress.”

“Phenomenal! Having HGC’s support and backing maximizes our effectiveness, reduces waste, and enables us to engage in serving the local community.”



“My involvement with you was only for December 2025. For that month, I have noticed you found solutions for a number of challenges that were expected to face in the absence of the CD in the country.”

“I am so honored working with you. Appreciate the quality of all what are you doing.”

“Always excellent in every way. 100% on point. HGC always goes above and beyond.”

“The company provided good quality of service. The team is very responsive. They communicate very well and with respect.”

“The most valuable about HGC’s services is having a team that is familiar with compliance regulations and experienced in government processes and the emphasis on high quality standards. I really value having access to the HGC group chat.”