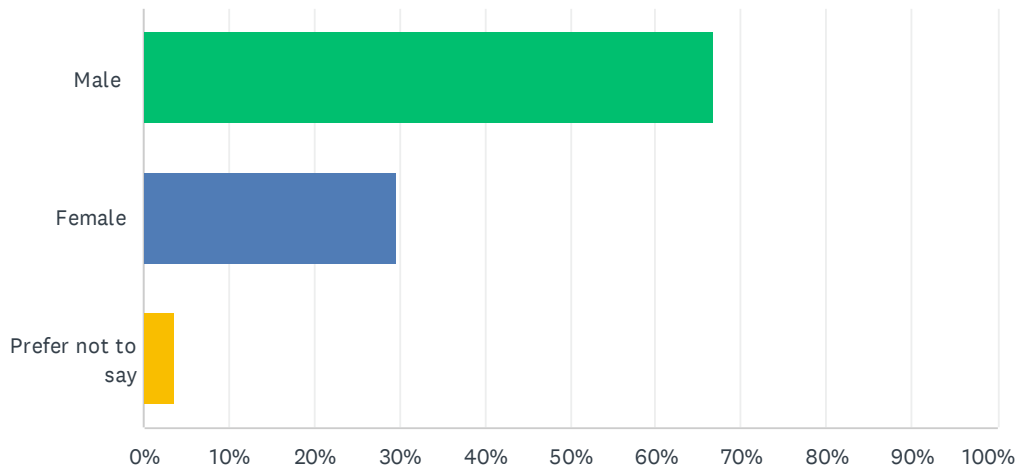


## Q1 What is your Gender?

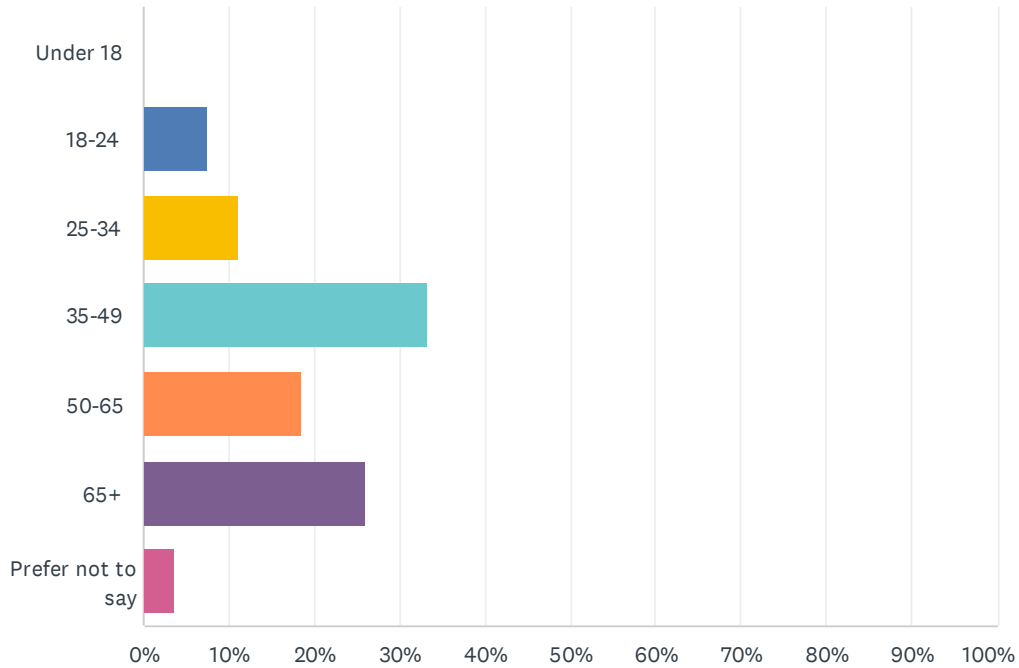
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	66.67%	18
Female	29.63%	8
Prefer not to say	3.70%	1
<b>TOTAL</b>		<b>27</b>

## Q2 What is your age?

Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	7.41%	2
25-34	11.11%	3
35-49	33.33%	9
50-65	18.52%	5
65+	25.93%	7
Prefer not to say	3.70%	1
<b>TOTAL</b>		<b>27</b>

### Q3 What is your ethnic group?

Answered: 27 Skipped: 0

# UK International Consumer Centre - Customer Satisfaction Survey

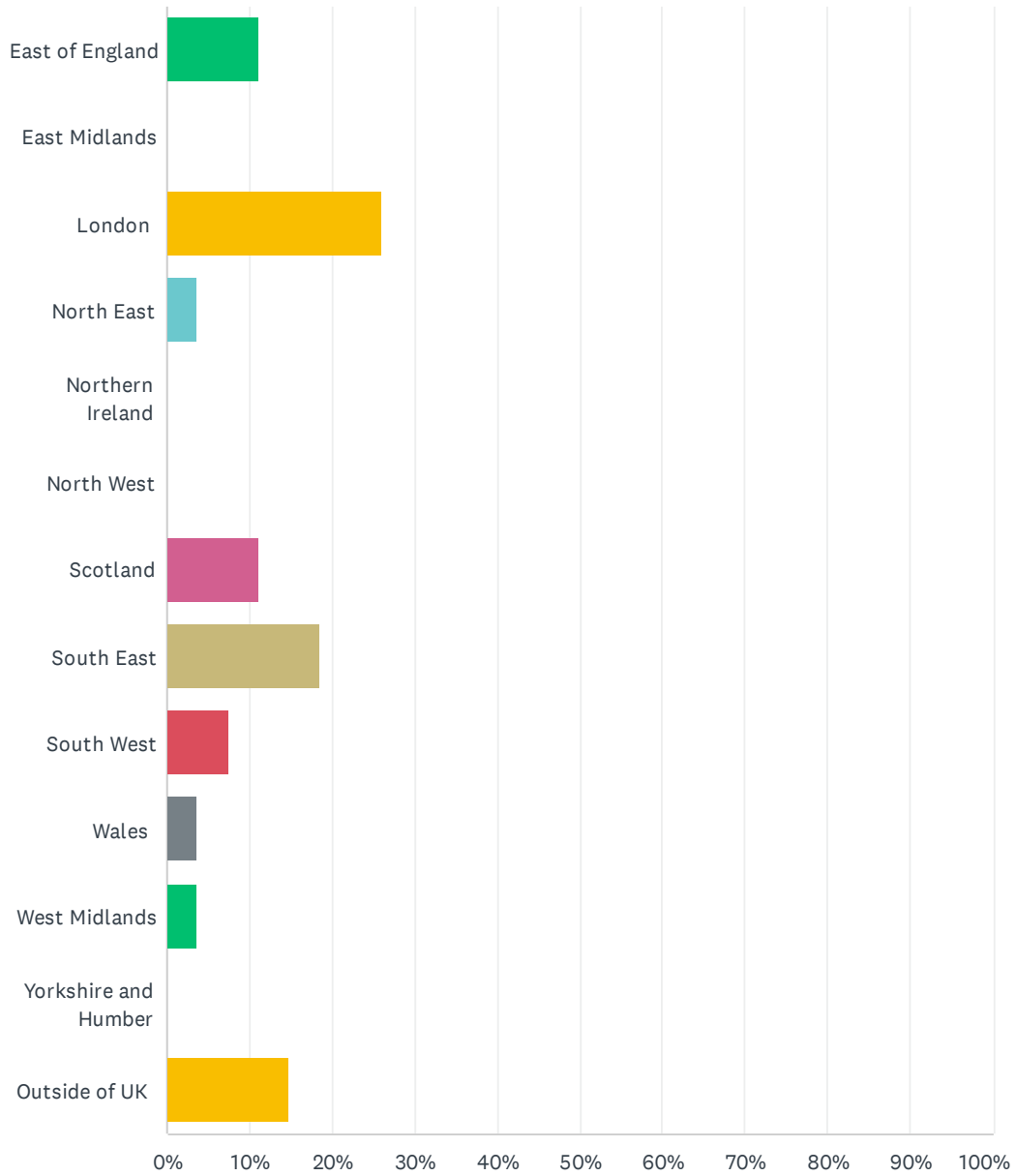


## UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
White English / Welsh / Scottish / Northern Irish / British	55.56%	15
White Irish	3.70%	1
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	14.81%	4
White and Black Caribbean	0.00%	0
White and Black African	0.00%	0
White and Asian	0.00%	0
Any other Mixed / Multiple ethnic background, please describe below	0.00%	0
Indian	7.41%	2
Pakistani	0.00%	0
Bangladeshi	0.00%	0
Chinese	0.00%	0
Any other Asian background, please describe below	0.00%	0
African	3.70%	1
Caribbean	0.00%	0
Any other Black / African / Caribbean background, please describe below	0.00%	0
Arab	0.00%	0
Any other ethnic group, please describe below	3.70%	1
Prefer not to say	11.11%	3
Total Respondents: 27		

## Q4 Which region do you live in?

Answered: 27 Skipped: 0

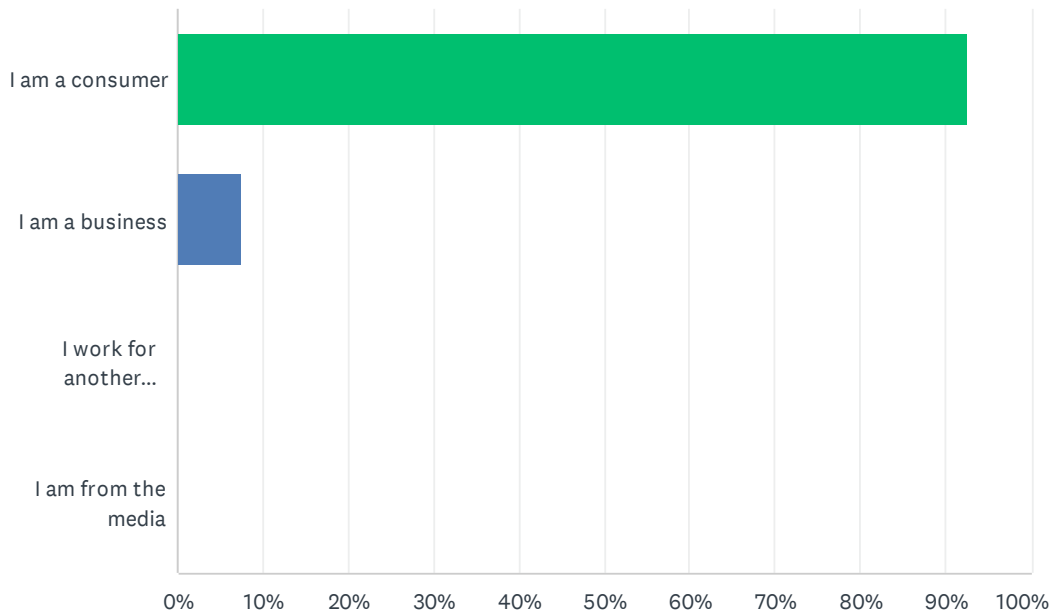


## UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
East of England	11.11%	3
East Midlands	0.00%	0
London	25.93%	7
North East	3.70%	1
Northern Ireland	0.00%	0
North West	0.00%	0
Scotland	11.11%	3
South East	18.52%	5
South West	7.41%	2
Wales	3.70%	1
West Midlands	3.70%	1
Yorkshire and Humber	0.00%	0
Outside of UK	14.81%	4
<b>TOTAL</b>		<b>27</b>

## Q5 Which of the following best describes your reason for contacting us?

Answered: 27 Skipped: 0

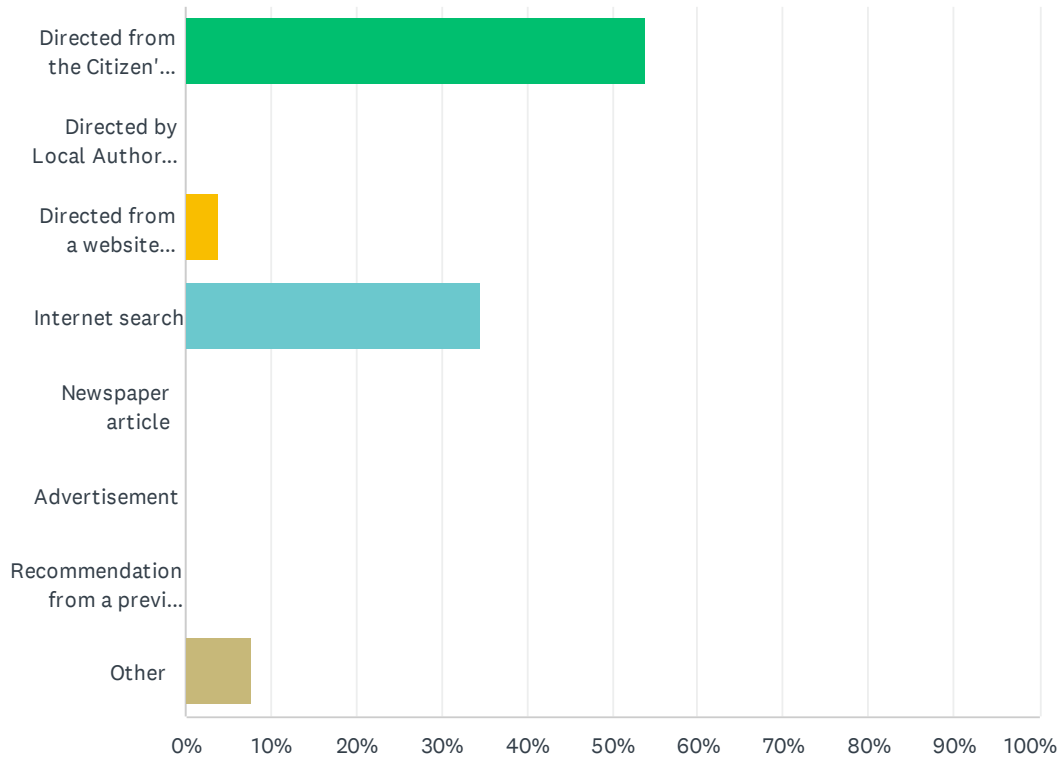


ANSWER CHOICES	RESPONSES	
I am a consumer	92.59%	25
I am a business	7.41%	2
I work for another consumer body	0.00%	0
I am from the media	0.00%	0
<b>TOTAL</b>		<b>27</b>



## Q6 How did you find out about the UK International Consumer Centre?

Answered: 26 Skipped: 1



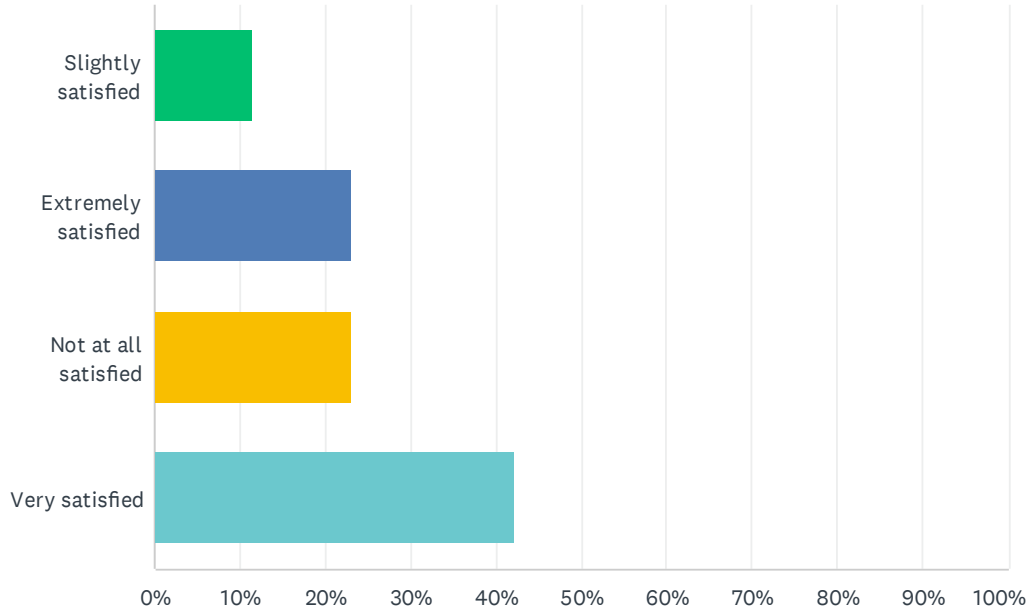
ANSWER CHOICES	RESPONSES	
Directed from the Citizen's Advice Consumer Service or other consumer body	53.85%	14
Directed by Local Authority or Local Council	0.00%	0
Directed from a website (other than our own)	3.85%	1
Internet search	34.62%	9
Newspaper article	0.00%	0
Advertisement	0.00%	0
Recommendation from a previous user	0.00%	0
Other	7.69%	2
<b>TOTAL</b>		<b>26</b>

**Q7 Please provide a reference number if you have had or currently have a case with the UK International Consumer Centre**

Answered: 21 Skipped: 6

## Q8 Overall how satisfied are you with the UK International Consumer Centre?

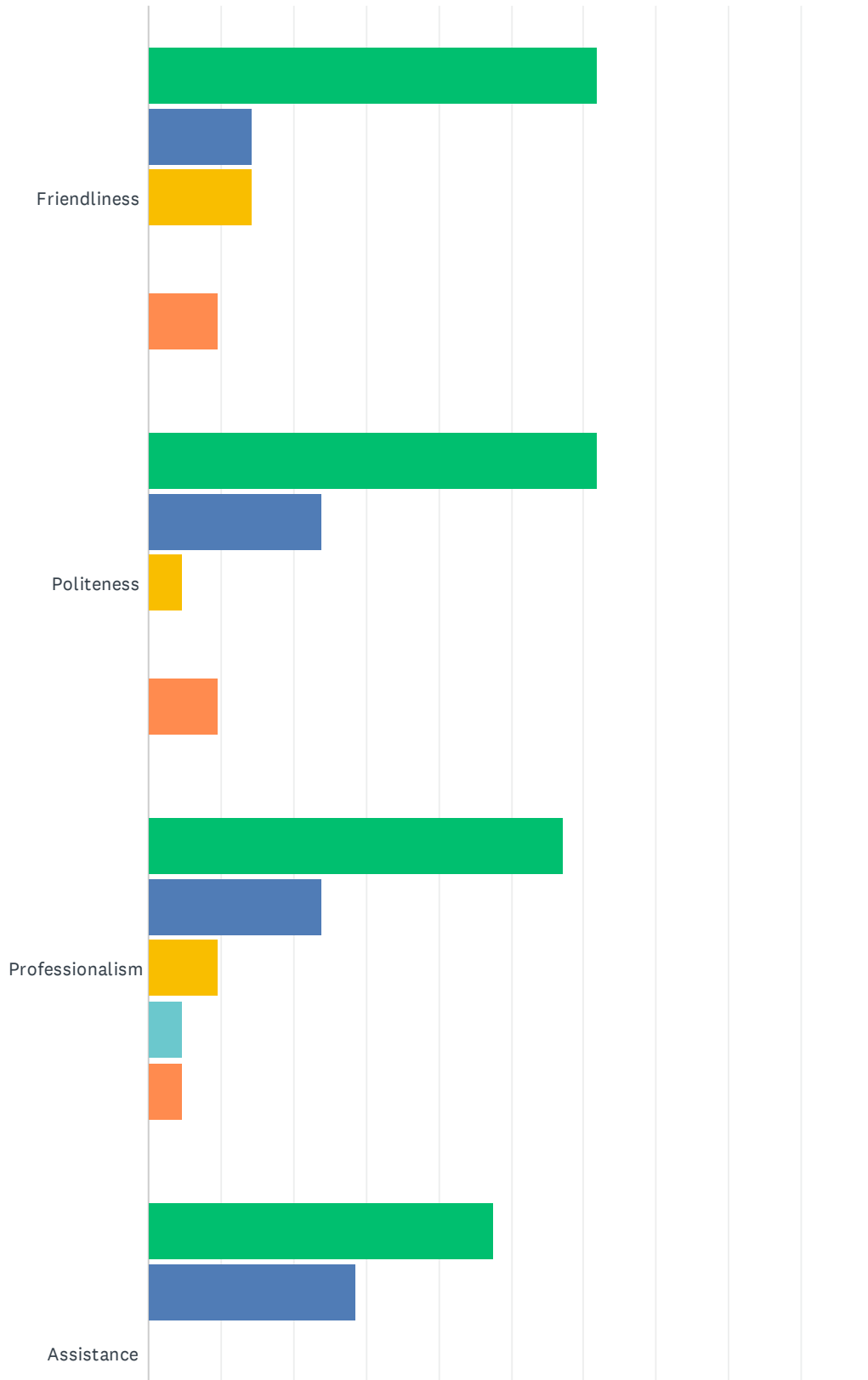
Answered: 26 Skipped: 1



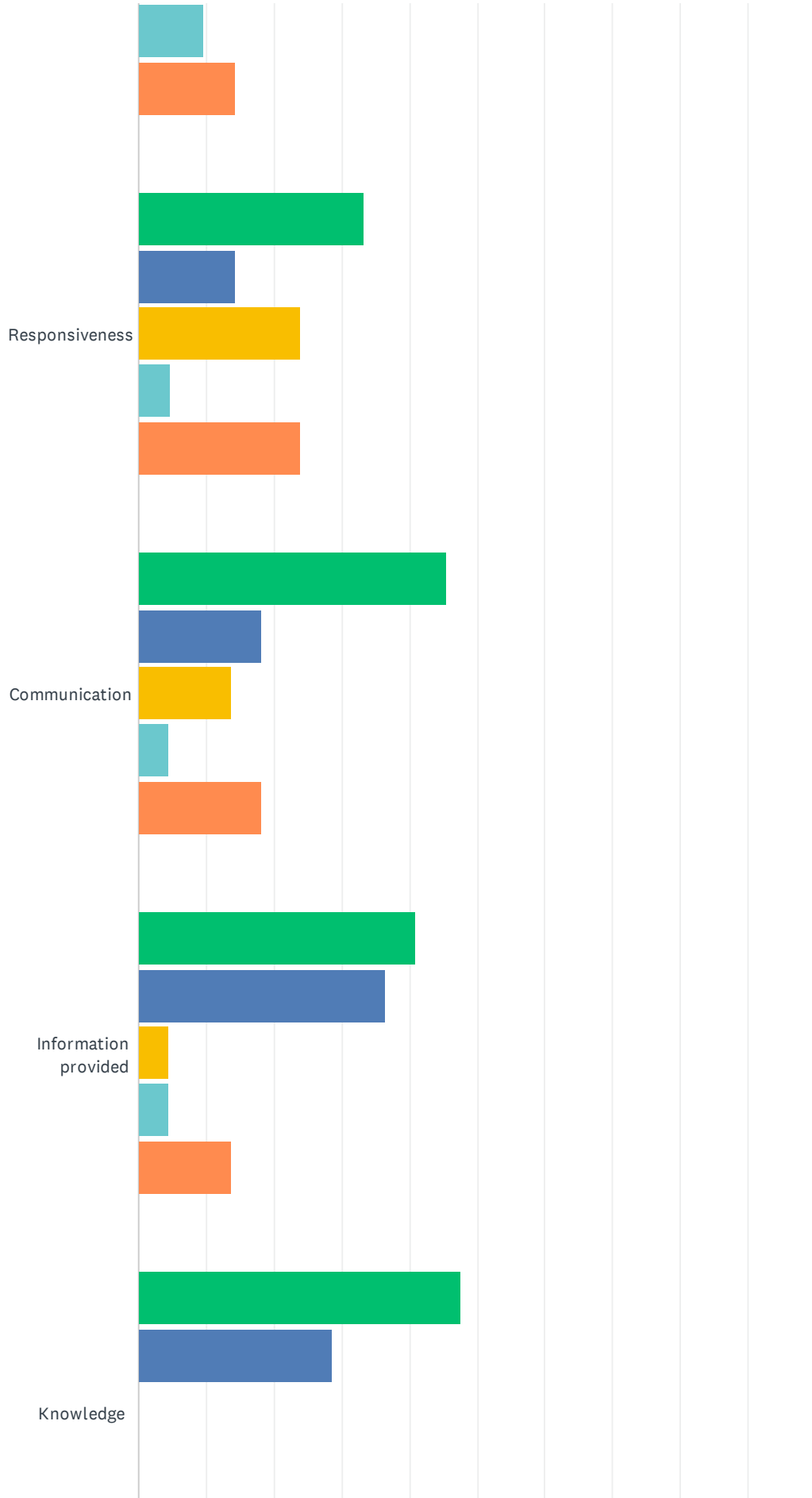
ANSWER CHOICES	RESPONSES	
Slightly satisfied	11.54%	3
Extremely satisfied	23.08%	6
Not at all satisfied	23.08%	6
Very satisfied	42.31%	11
<b>TOTAL</b>		<b>26</b>

### Q9 Please rate the staff of the UK International Consumer Centre in the following areas:

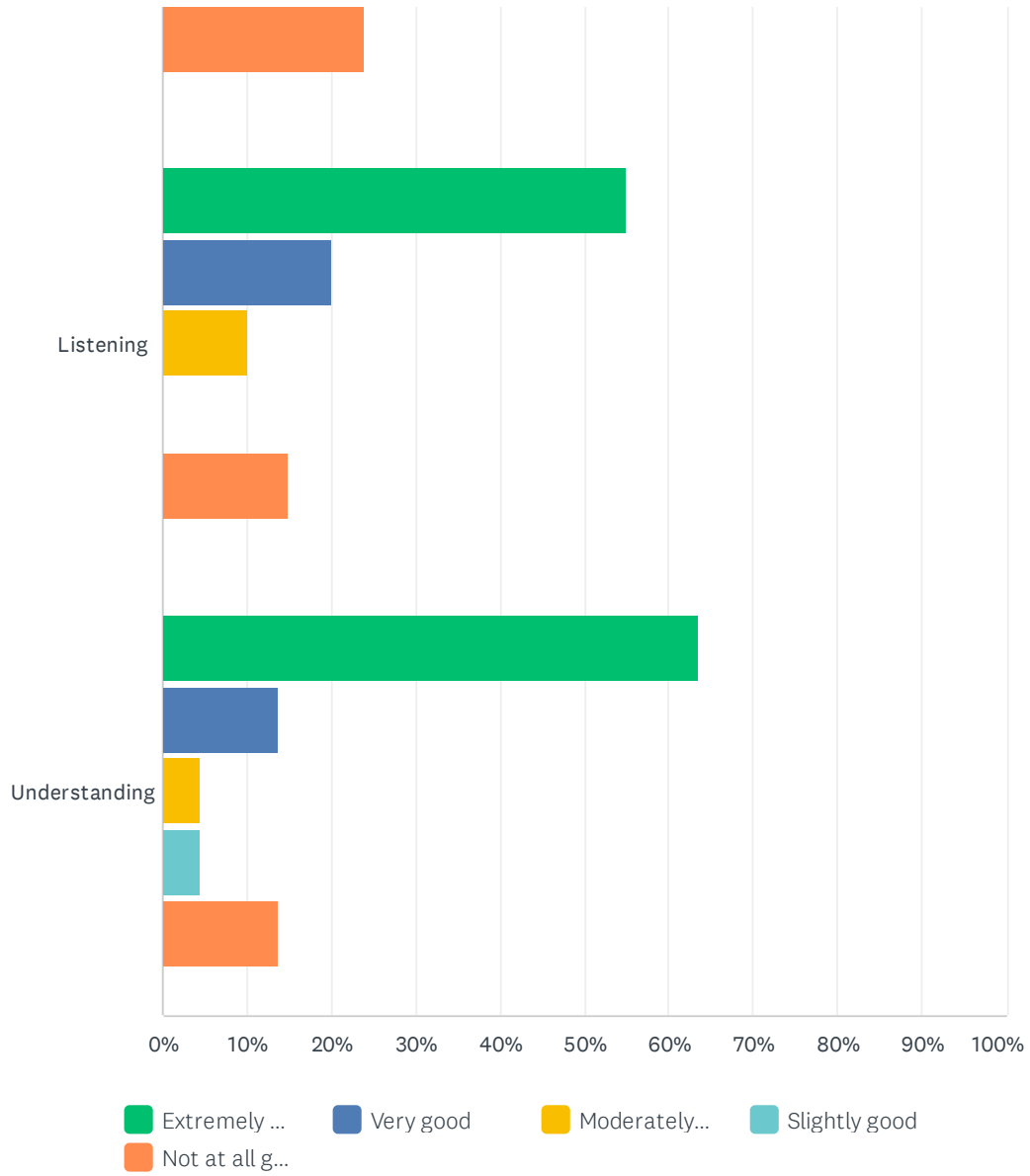
Answered: 22 Skipped: 5



# UK International Consumer Centre - Customer Satisfaction Survey



# UK International Consumer Centre - Customer Satisfaction Survey

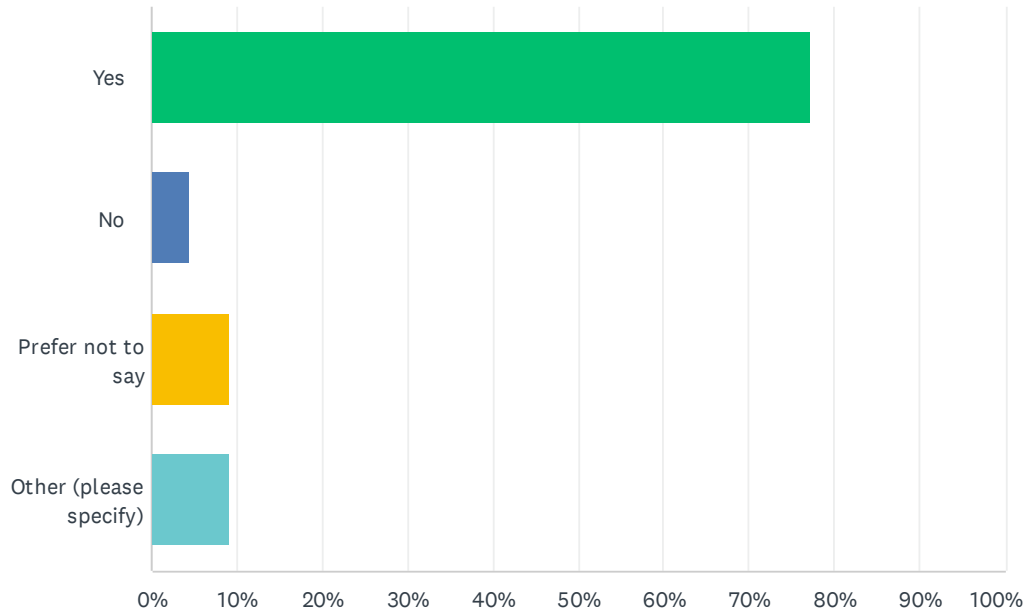


UK International Consumer Centre - Customer Satisfaction Survey

	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	TOTAL
Friendliness	61.90% 13	14.29% 3	14.29% 3	0.00% 0	9.52% 2	21
Politeness	61.90% 13	23.81% 5	4.76% 1	0.00% 0	9.52% 2	21
Professionalism	57.14% 12	23.81% 5	9.52% 2	4.76% 1	4.76% 1	21
Assistance	47.62% 10	28.57% 6	0.00% 0	9.52% 2	14.29% 3	21
Responsiveness	33.33% 7	14.29% 3	23.81% 5	4.76% 1	23.81% 5	21
Communication	45.45% 10	18.18% 4	13.64% 3	4.55% 1	18.18% 4	22
Information provided	40.91% 9	36.36% 8	4.55% 1	4.55% 1	13.64% 3	22
Knowledge	47.62% 10	28.57% 6	0.00% 0	0.00% 0	23.81% 5	21
Listening	55.00% 11	20.00% 4	10.00% 2	0.00% 0	15.00% 3	20
Understanding	63.64% 14	13.64% 3	4.55% 1	4.55% 1	13.64% 3	22

## Q10 Do you feel that the UK International Consumer Centre treated you fairly?

Answered: 22 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	77.27%	17
No	4.55%	1
Prefer not to say	9.09%	2
Other (please specify)	9.09%	2
Total Respondents: 22		



**Q11 Did the advice or assistance you received help you understand your consumer rights better, or resolve your dispute with the company?**

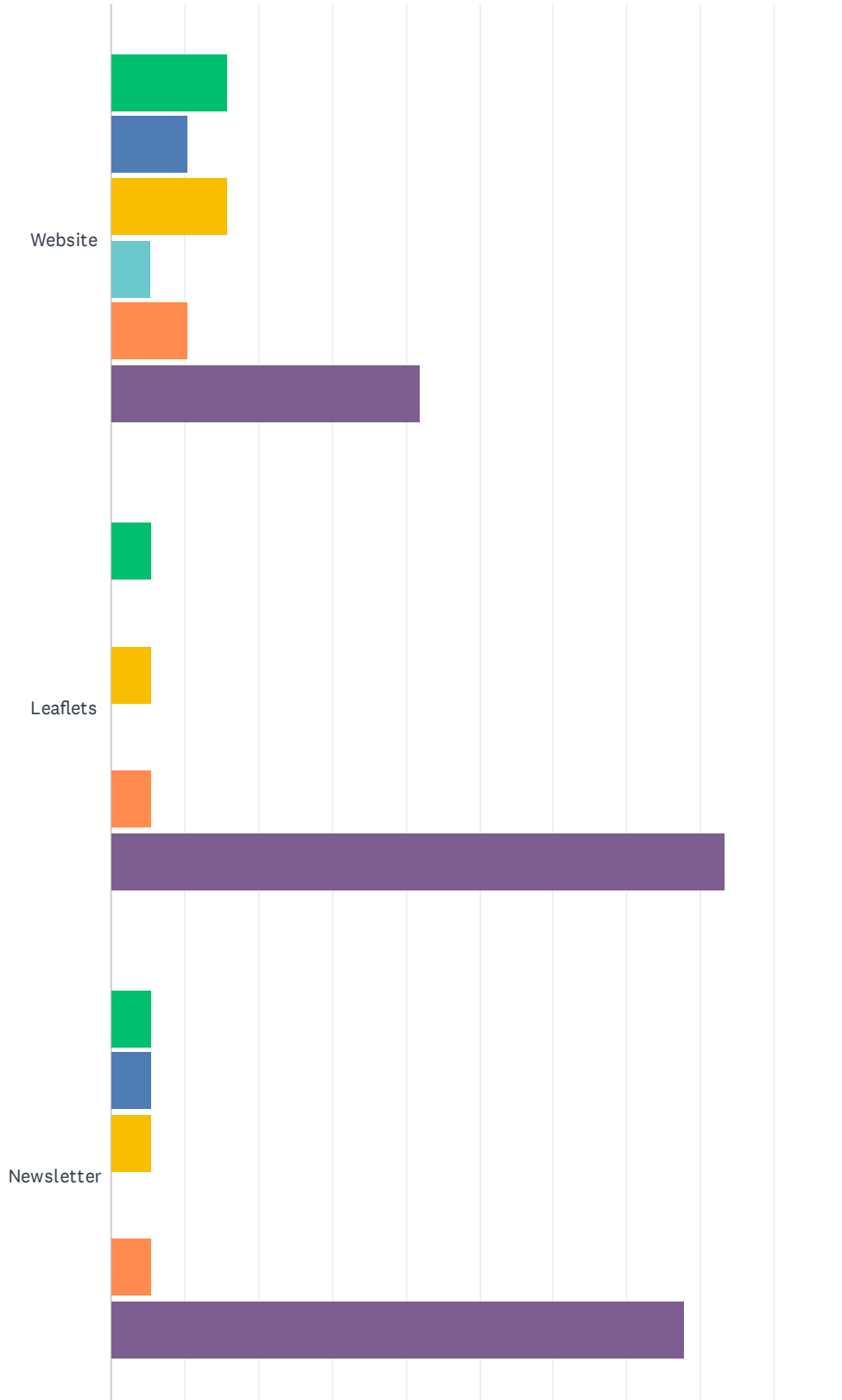
Answered: 22 Skipped: 5

Q12 If your case was resolved, please provide an estimated value of how much you recovered. If your case is ongoing, or was not resolved, please enter 'n/a' in the box below.

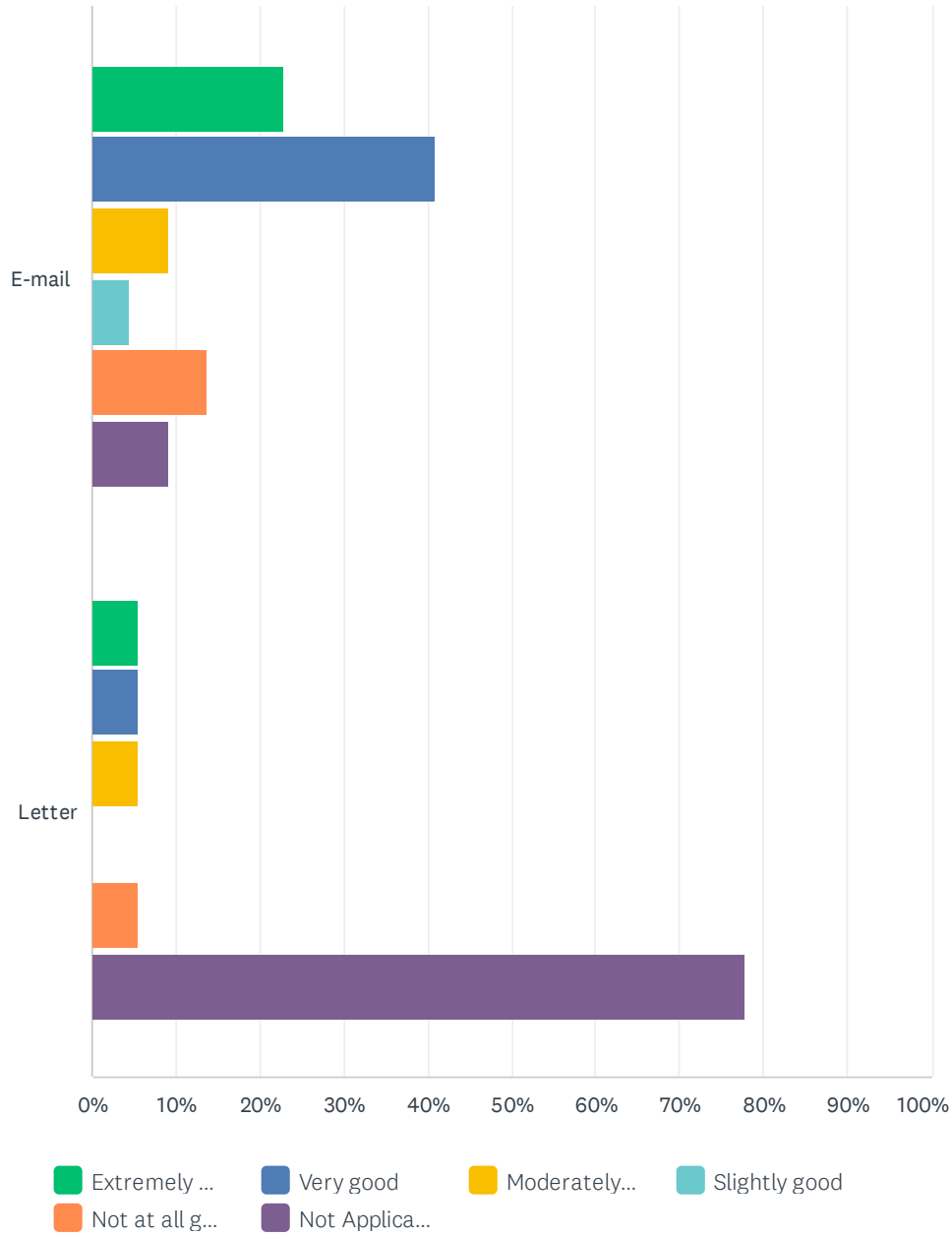
Answered: 22 Skipped: 5

### Q13 Please rate the UK International Consumer Centre in the following areas:

Answered: 22 Skipped: 5



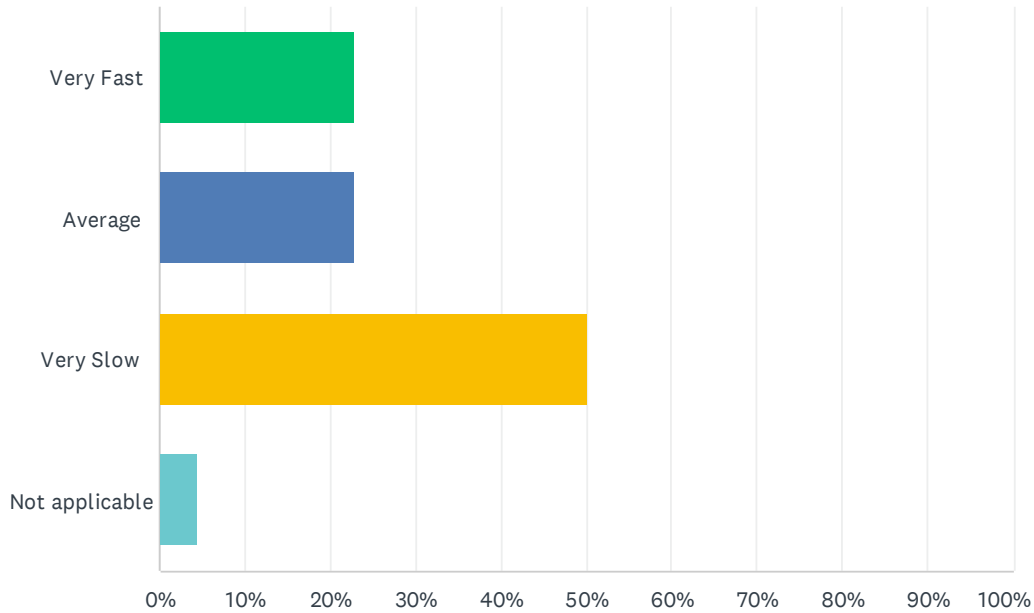
# UK International Consumer Centre - Customer Satisfaction Survey



	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	NOT APPLICABLE	TOTAL
Website	15.79% 3	10.53% 2	15.79% 3	5.26% 1	10.53% 2	42.11% 8	19
Leaflets	5.56% 1	0.00% 0	5.56% 1	0.00% 0	5.56% 1	83.33% 15	18
Newsletter	5.56% 1	5.56% 1	5.56% 1	0.00% 0	5.56% 1	77.78% 14	18
E-mail	22.73% 5	40.91% 9	9.09% 2	4.55% 1	13.64% 3	9.09% 2	22
Letter	5.56% 1	5.56% 1	5.56% 1	0.00% 0	5.56% 1	77.78% 14	18

## Q14 How would you rate the speed of the response from the UK International Consumer Centre?

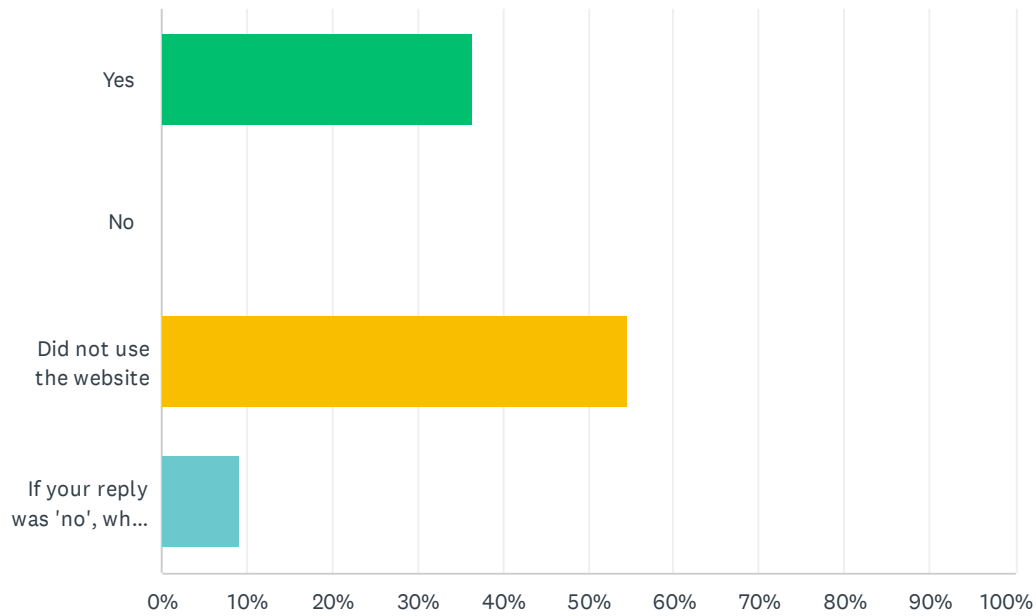
Answered: 22 Skipped: 5



ANSWER CHOICES	RESPONSES	
Very Fast	22.73%	5
Average	22.73%	5
Very Slow	50.00%	11
Not applicable	4.55%	1
<b>TOTAL</b>		<b>22</b>

## Q15 Did you find our website easy to use?

Answered: 22 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	36.36%	8
No	0.00%	0
Did not use the website	54.55%	12
If your reply was 'no', what improvements would you recommend?	9.09%	2
<b>TOTAL</b>		<b>22</b>

**Q16 Please use this opportunity to provide any additional comments or observations you have made when you have been in contact with the UK International Consumer Centre:**

Answered: 12 Skipped: 15

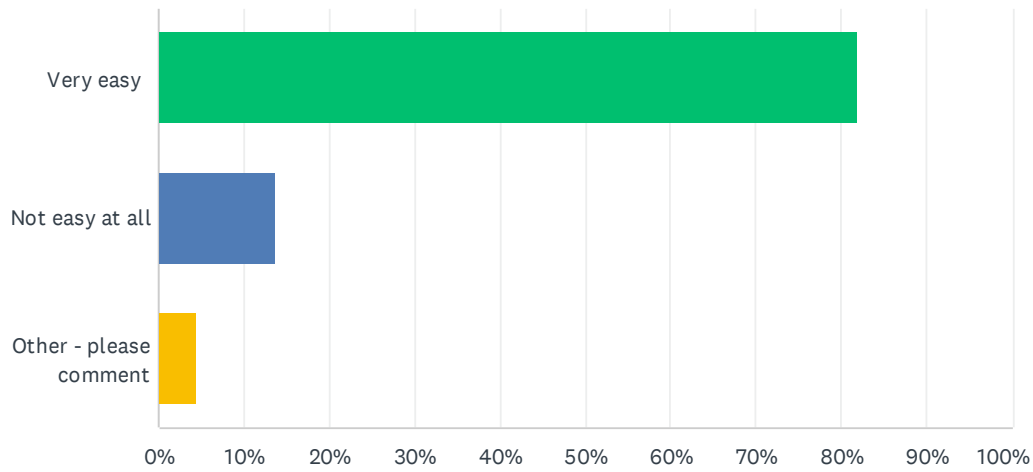
**Q17 Do you have any suggestions as to how we can improve on the service we provide?**

Answered: 11 Skipped: 16



## Q18 How easy was it for you to contact us?

Answered: 22 Skipped: 5



ANSWER CHOICES	RESPONSES	
Very easy	81.82%	18
Not easy at all	13.64%	3
Other - please comment	4.55%	1
Total Respondents: 22		

**Q19** It is important to the UK ICC to understand how effective our advice and assistance is in helping consumers in resolving their disputes. To this end, we would like to send you a very short survey a few weeks after your contact with us by leaving enough time for your problem to have been resolved or not. If you would be happy to respond to a short survey (no more than 5 questions), please leave your email address here. Your email address will only be used for survey purposes and not shared with any other party.

Answered: 9 Skipped: 18