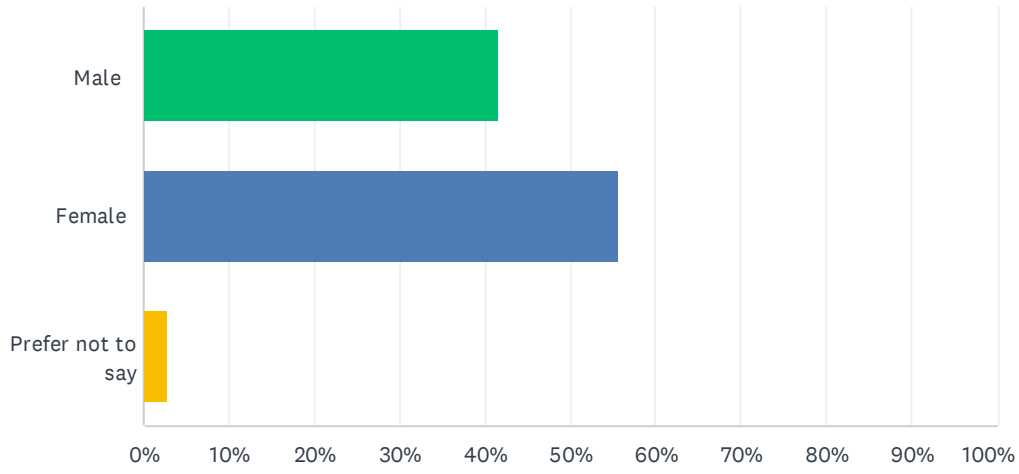


## Q1 What is your Gender?

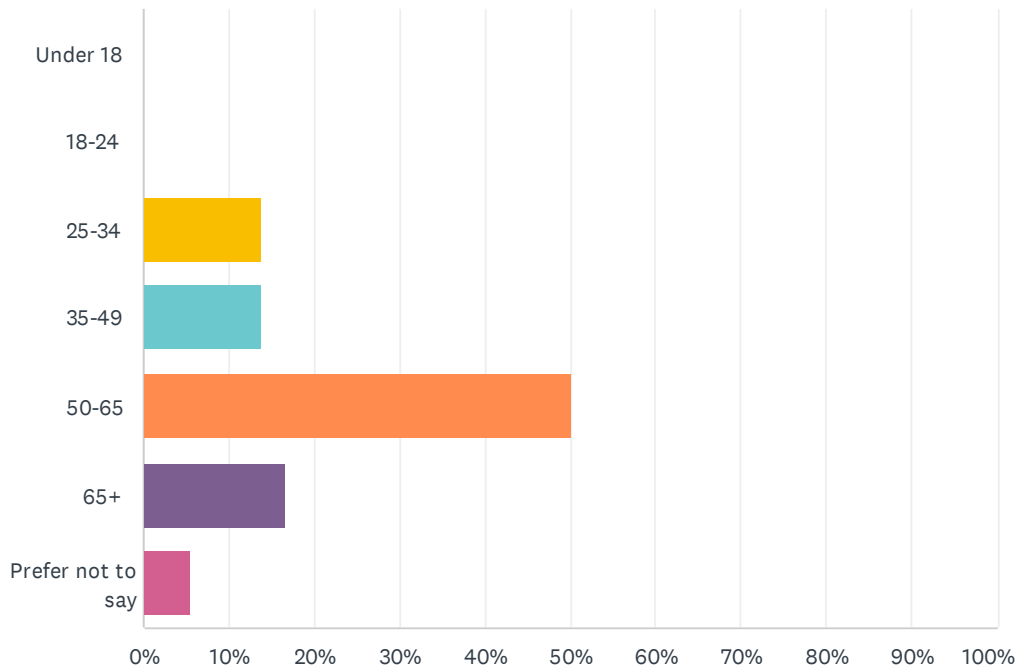
Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	41.67%	15
Female	55.56%	20
Prefer not to say	2.78%	1
<b>TOTAL</b>		<b>36</b>

## Q2 What is your age?

Answered: 36 Skipped: 0

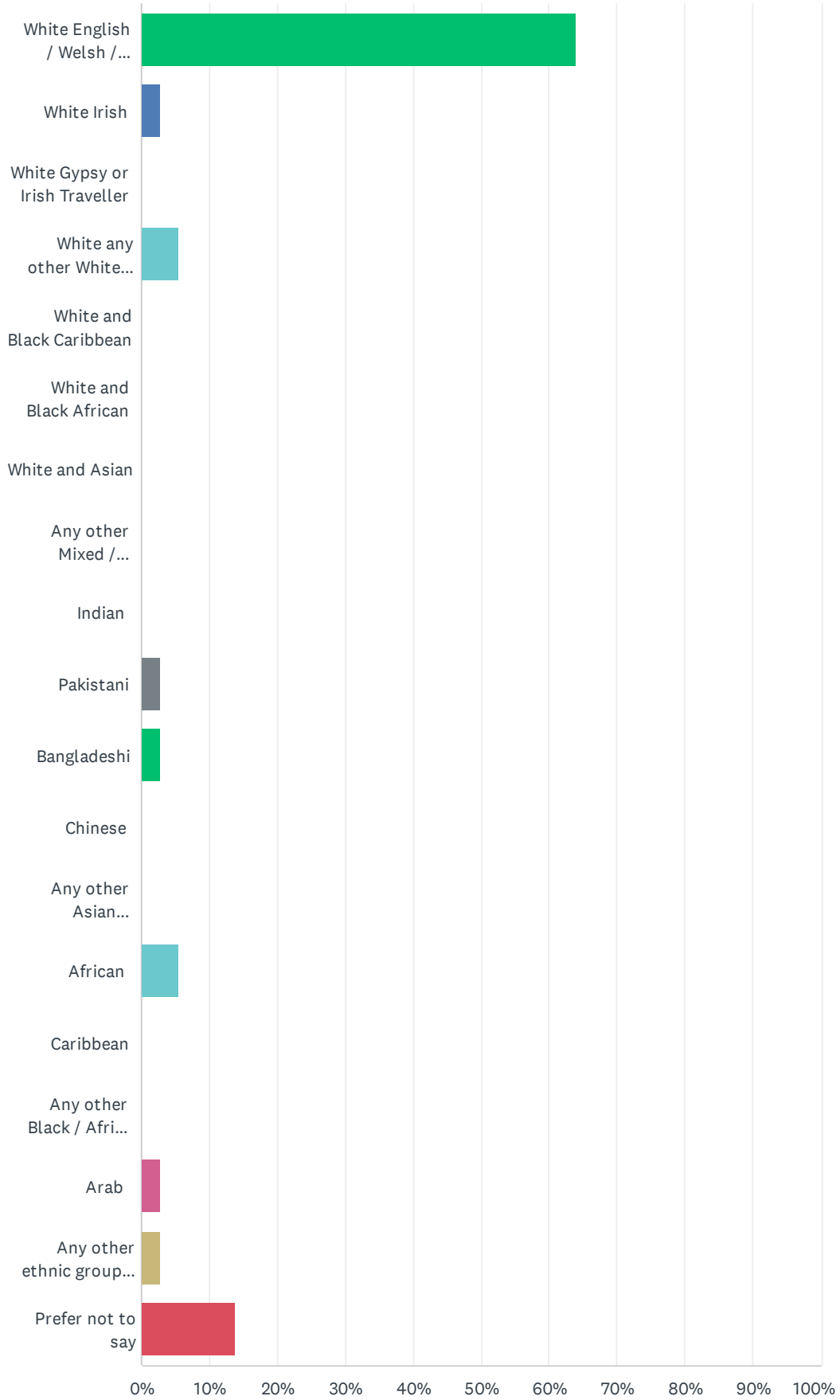


ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	0.00%	0
25-34	13.89%	5
35-49	13.89%	5
50-65	50.00%	18
65+	16.67%	6
Prefer not to say	5.56%	2
<b>TOTAL</b>		<b>36</b>

### Q3 What is your ethnic group?

Answered: 36 Skipped: 0

# UK International Consumer Centre - Customer Satisfaction Survey

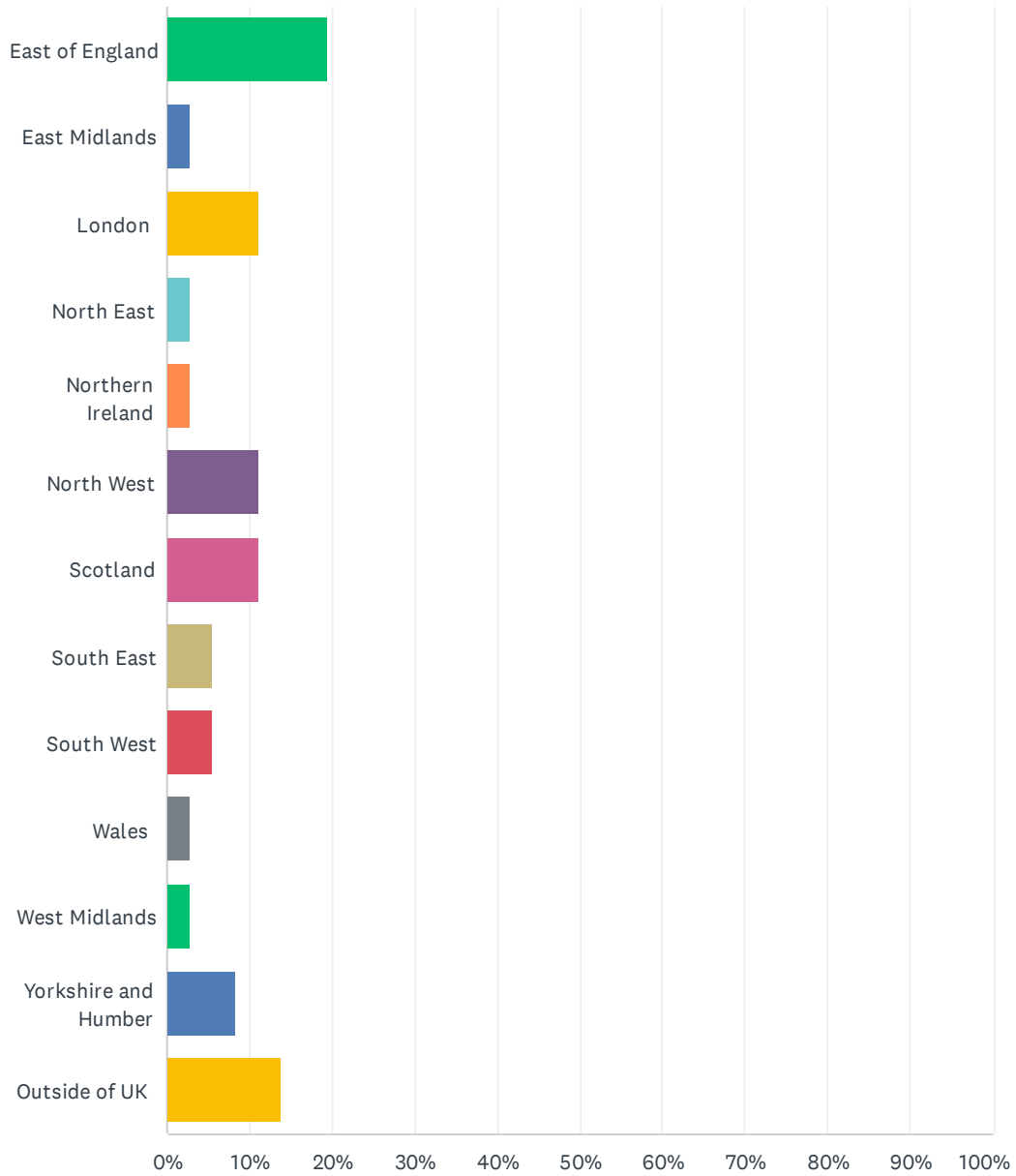


UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
White English / Welsh / Scottish / Northern Irish / British	63.89%	23
White Irish	2.78%	1
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	5.56%	2
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	0.00%	0
Pakistani	2.78%	1
Bangladeshi	2.78%	1
Chinese	0.00%	0
Any other Asian background, please describe below	0.00%	0
African	5.56%	2
Caribbean	0.00%	0
Any other Black / African / Caribbean background, please describe below	0.00%	0
Arab	2.78%	1
Any other ethnic group, please describe below	2.78%	1
Prefer not to say	13.89%	5
Total Respondents: 36		

## Q4 Which region do you live in?

Answered: 36 Skipped: 0

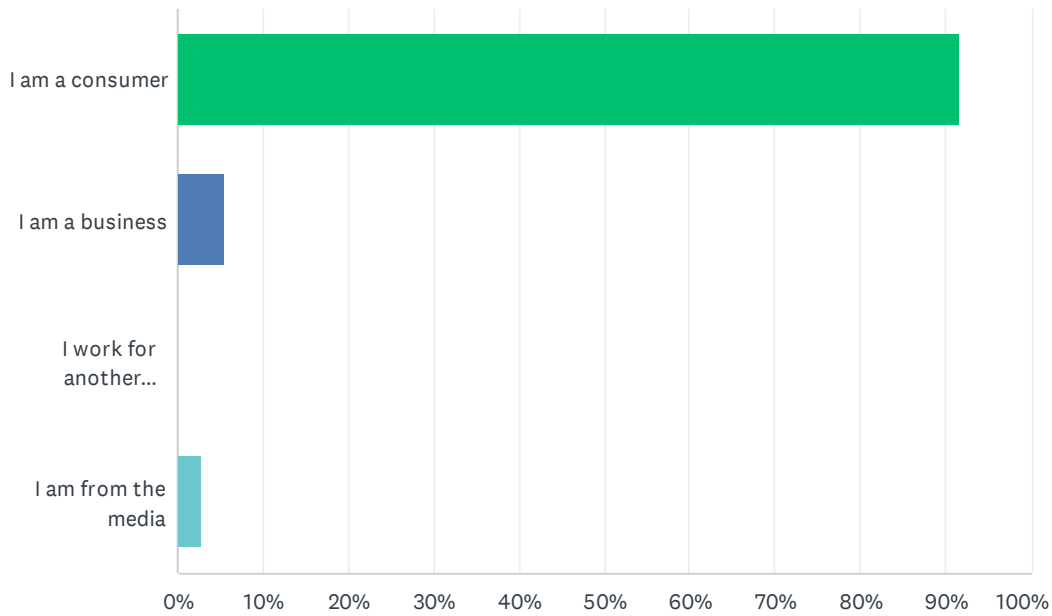


## UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
East of England	19.44%	7
East Midlands	2.78%	1
London	11.11%	4
North East	2.78%	1
Northern Ireland	2.78%	1
North West	11.11%	4
Scotland	11.11%	4
South East	5.56%	2
South West	5.56%	2
Wales	2.78%	1
West Midlands	2.78%	1
Yorkshire and Humber	8.33%	3
Outside of UK	13.89%	5
<b>TOTAL</b>		<b>36</b>

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

Answered: 36 Skipped: 0

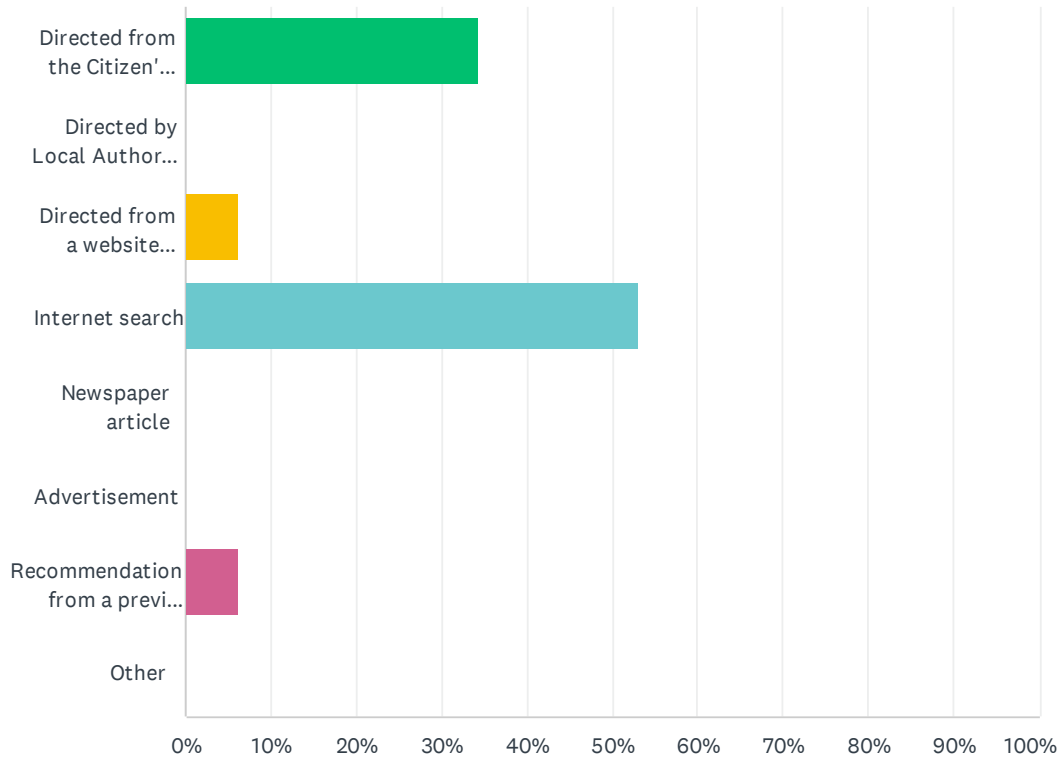


ANSWER CHOICES	RESPONSES	
I am a consumer	91.67%	33
I am a business	5.56%	2
I work for another consumer body	0.00%	0
I am from the media	2.78%	1
<b>TOTAL</b>		<b>36</b>



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

Answered: 32 Skipped: 4



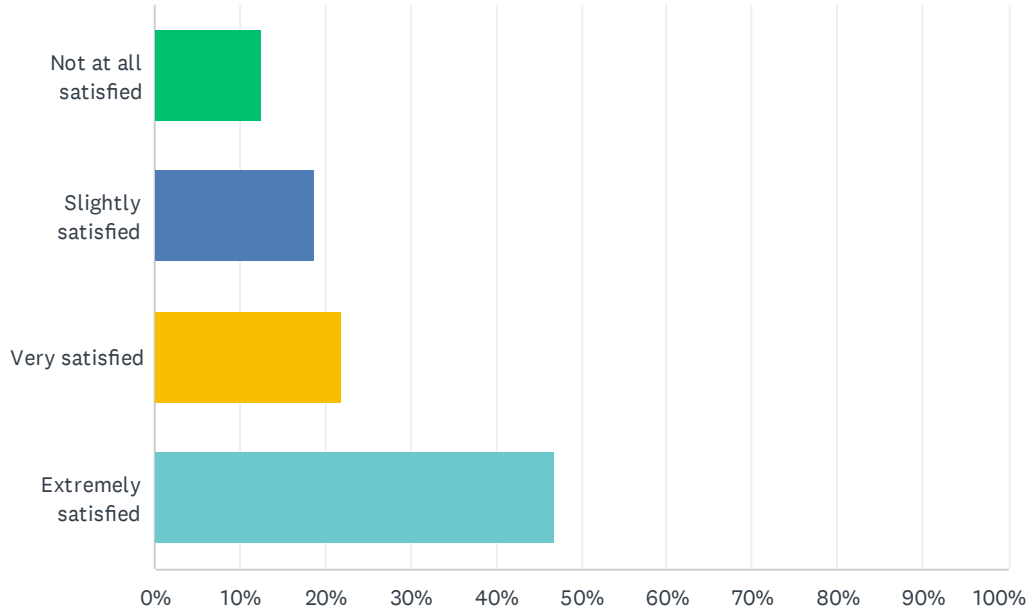
ANSWER CHOICES	RESPONSES	
Directed from the Citizen's Advice Consumer Service or other consumer body	34.38%	11
Directed by Local Authority or Local Council	0.00%	0
Directed from a website (other than our own)	6.25%	2
Internet search	53.13%	17
Newspaper article	0.00%	0
Advertisement	0.00%	0
Recommendation from a previous user	6.25%	2
Other	0.00%	0
<b>TOTAL</b>		<b>32</b>

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

Answered: 23 Skipped: 13

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

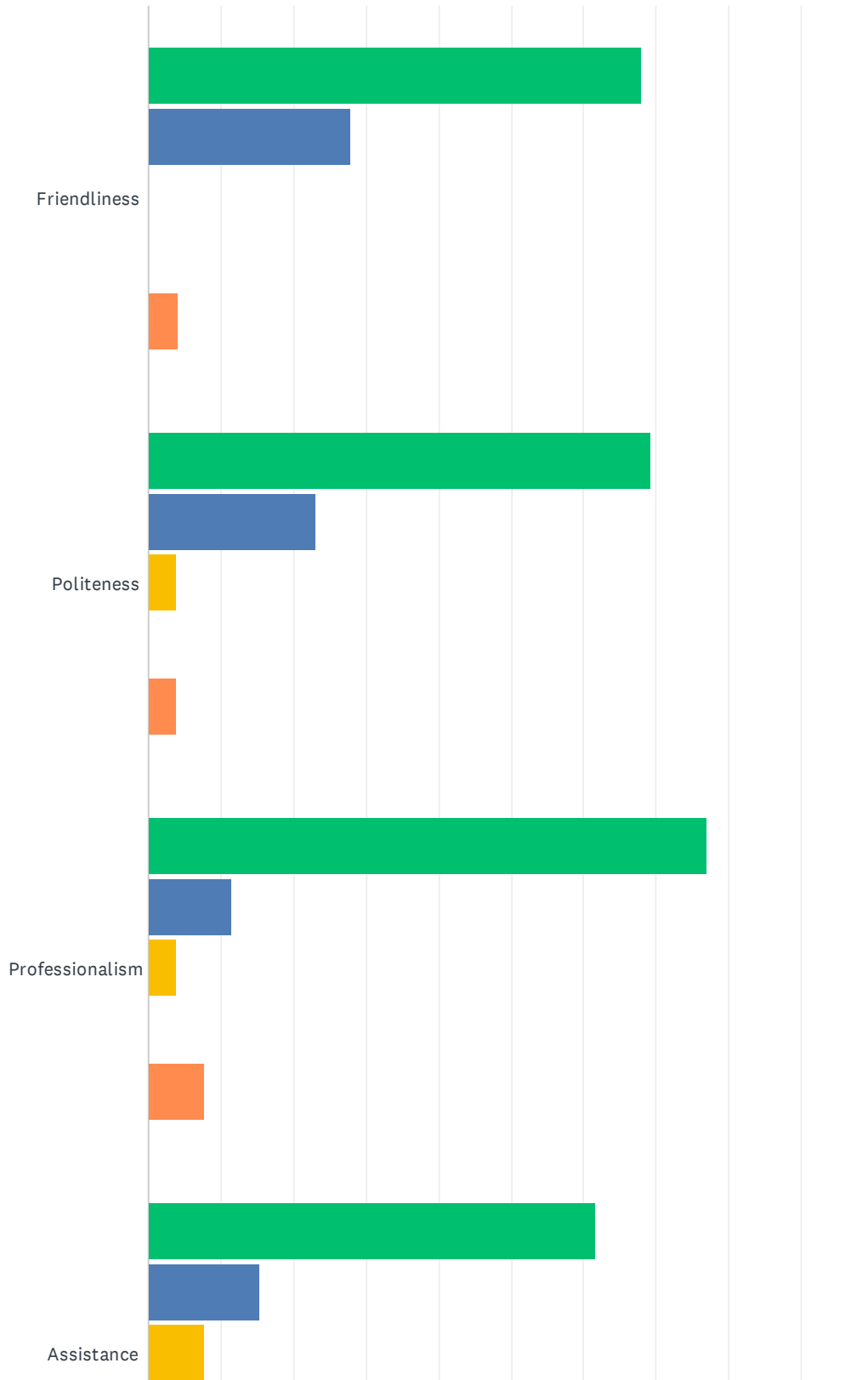
Answered: 32 Skipped: 4



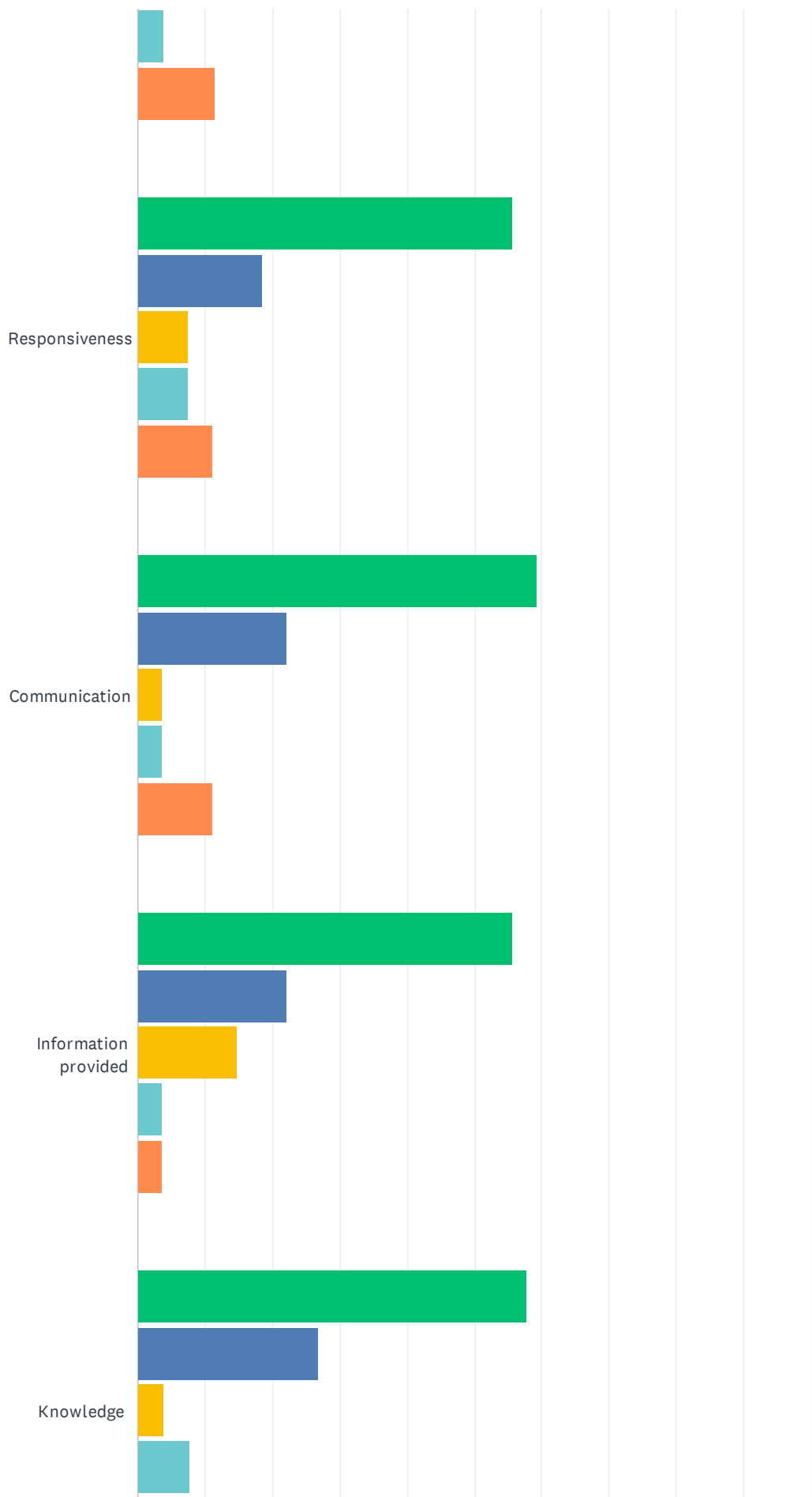
ANSWER CHOICES	RESPONSES	
Not at all satisfied	12.50%	4
Slightly satisfied	18.75%	6
Very satisfied	21.88%	7
Extremely satisfied	46.88%	15
<b>TOTAL</b>		<b>32</b>

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

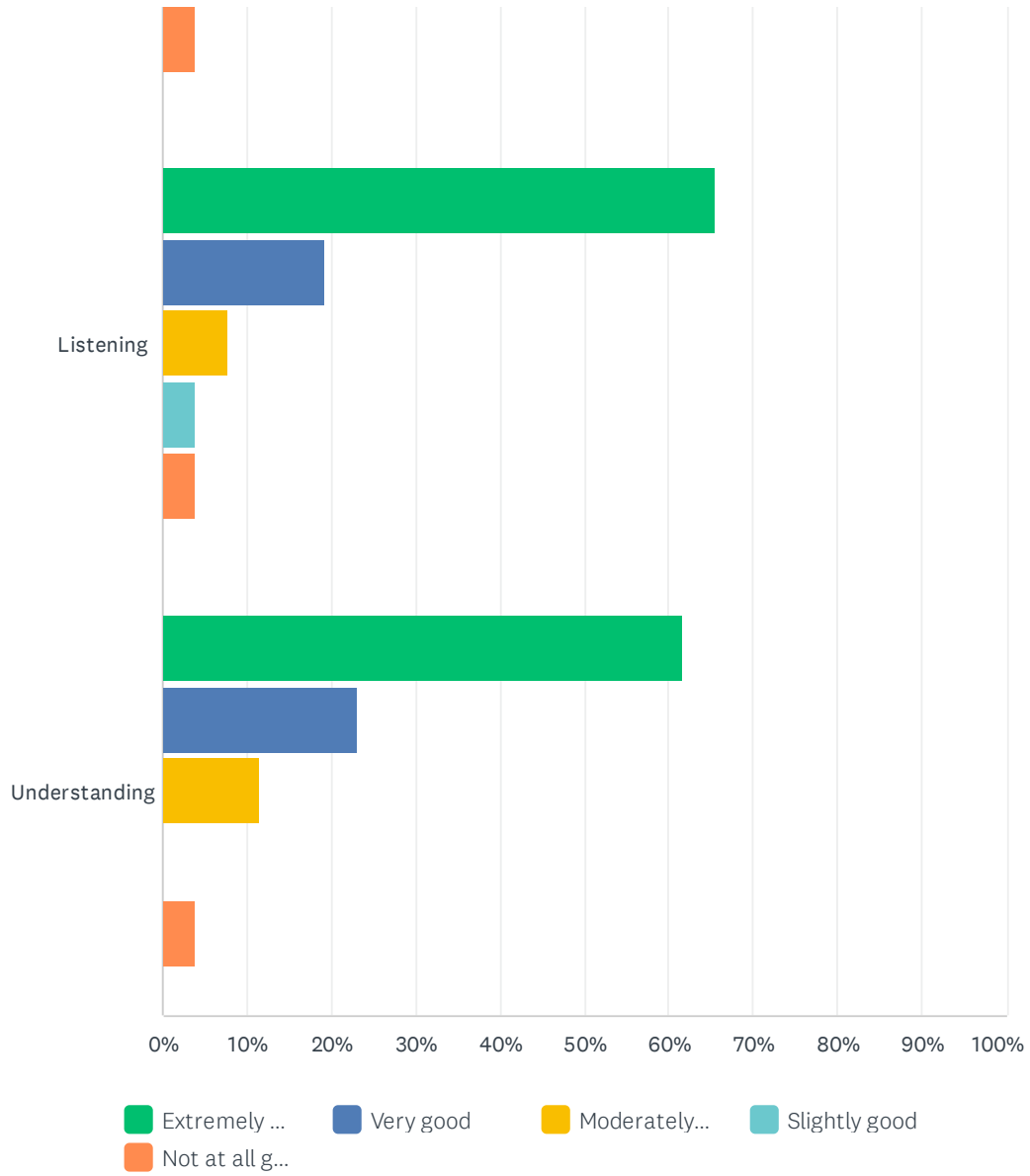
Answered: 27 Skipped: 9



# UK International Consumer Centre - Customer Satisfaction Survey



# UK International Consumer Centre - Customer Satisfaction Survey

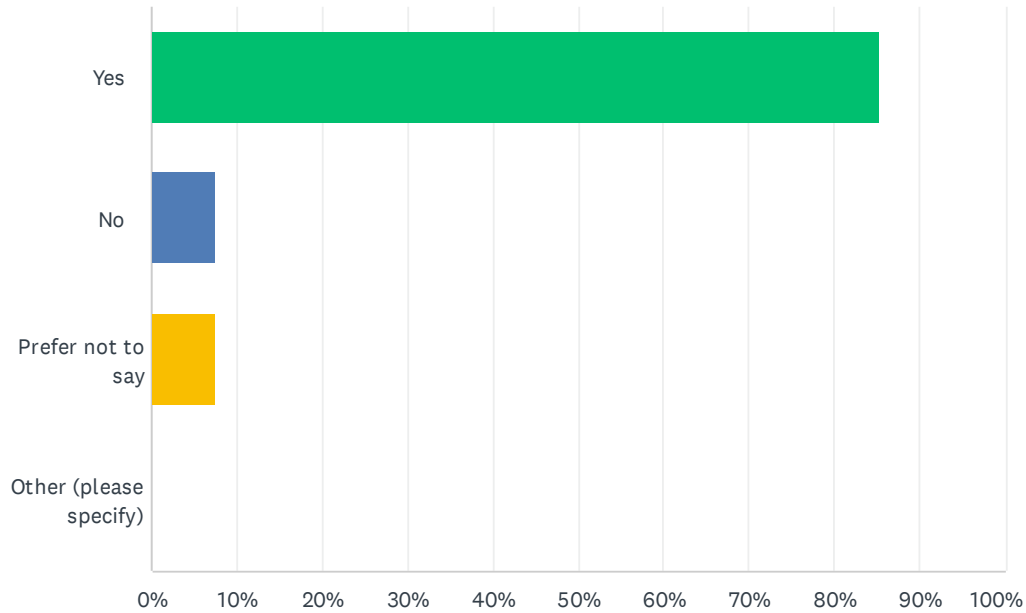


UK International Consumer Centre - Customer Satisfaction Survey

	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	TOTAL
Friendliness	68.00% 17	28.00% 7	0.00% 0	0.00% 0	4.00% 1	25
Politeness	69.23% 18	23.08% 6	3.85% 1	0.00% 0	3.85% 1	26
Professionalism	76.92% 20	11.54% 3	3.85% 1	0.00% 0	7.69% 2	26
Assistance	61.54% 16	15.38% 4	7.69% 2	3.85% 1	11.54% 3	26
Responsiveness	55.56% 15	18.52% 5	7.41% 2	7.41% 2	11.11% 3	27
Communication	59.26% 16	22.22% 6	3.70% 1	3.70% 1	11.11% 3	27
Information provided	55.56% 15	22.22% 6	14.81% 4	3.70% 1	3.70% 1	27
Knowledge	57.69% 15	26.92% 7	3.85% 1	7.69% 2	3.85% 1	26
Listening	65.38% 17	19.23% 5	7.69% 2	3.85% 1	3.85% 1	26
Understanding	61.54% 16	23.08% 6	11.54% 3	0.00% 0	3.85% 1	26

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

Answered: 27 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	85.19%	23
No	7.41%	2
Prefer not to say	7.41%	2
Other (please specify)	0.00%	0
Total Respondents: 27		



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

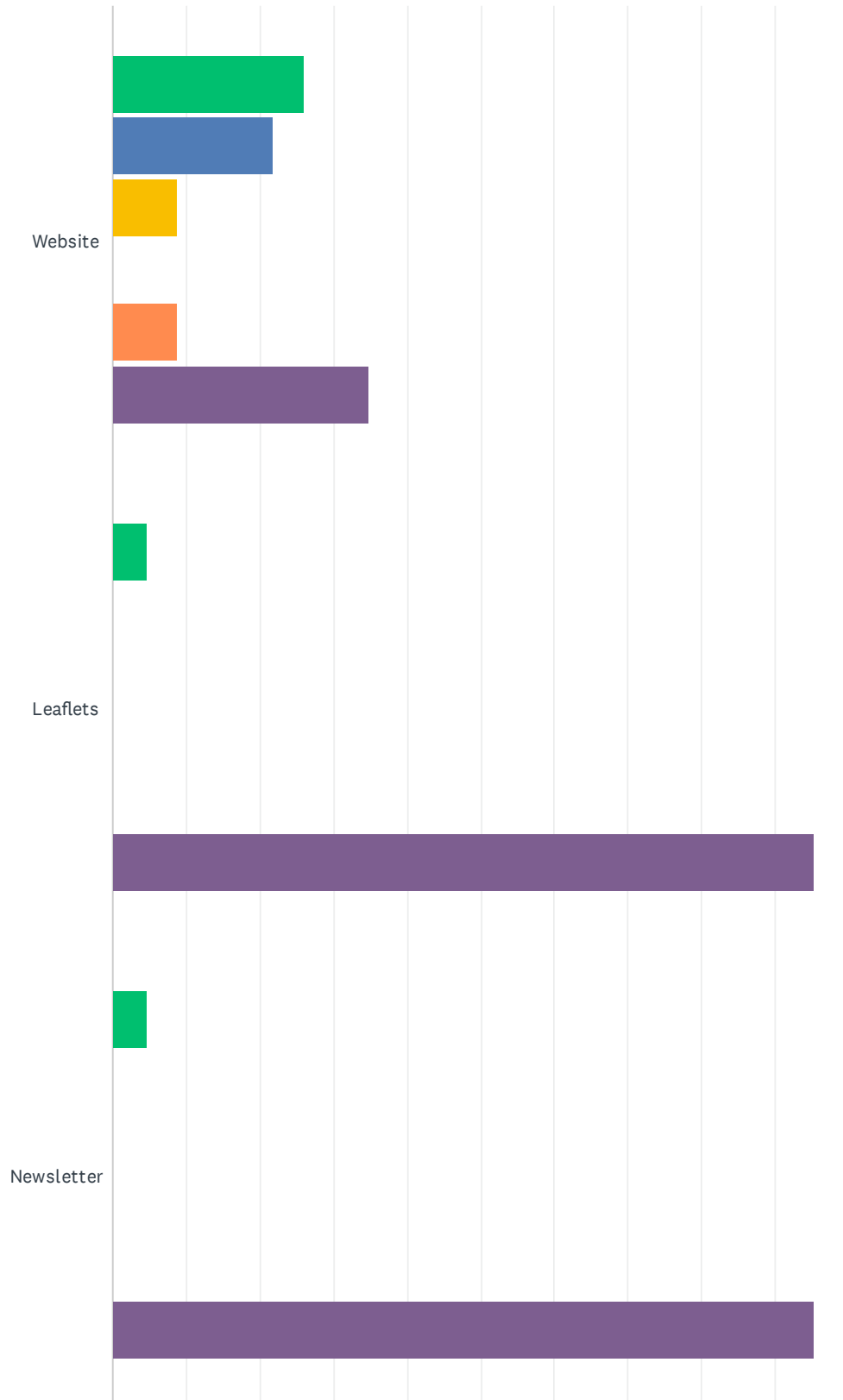
Answered: 27 Skipped: 9

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.

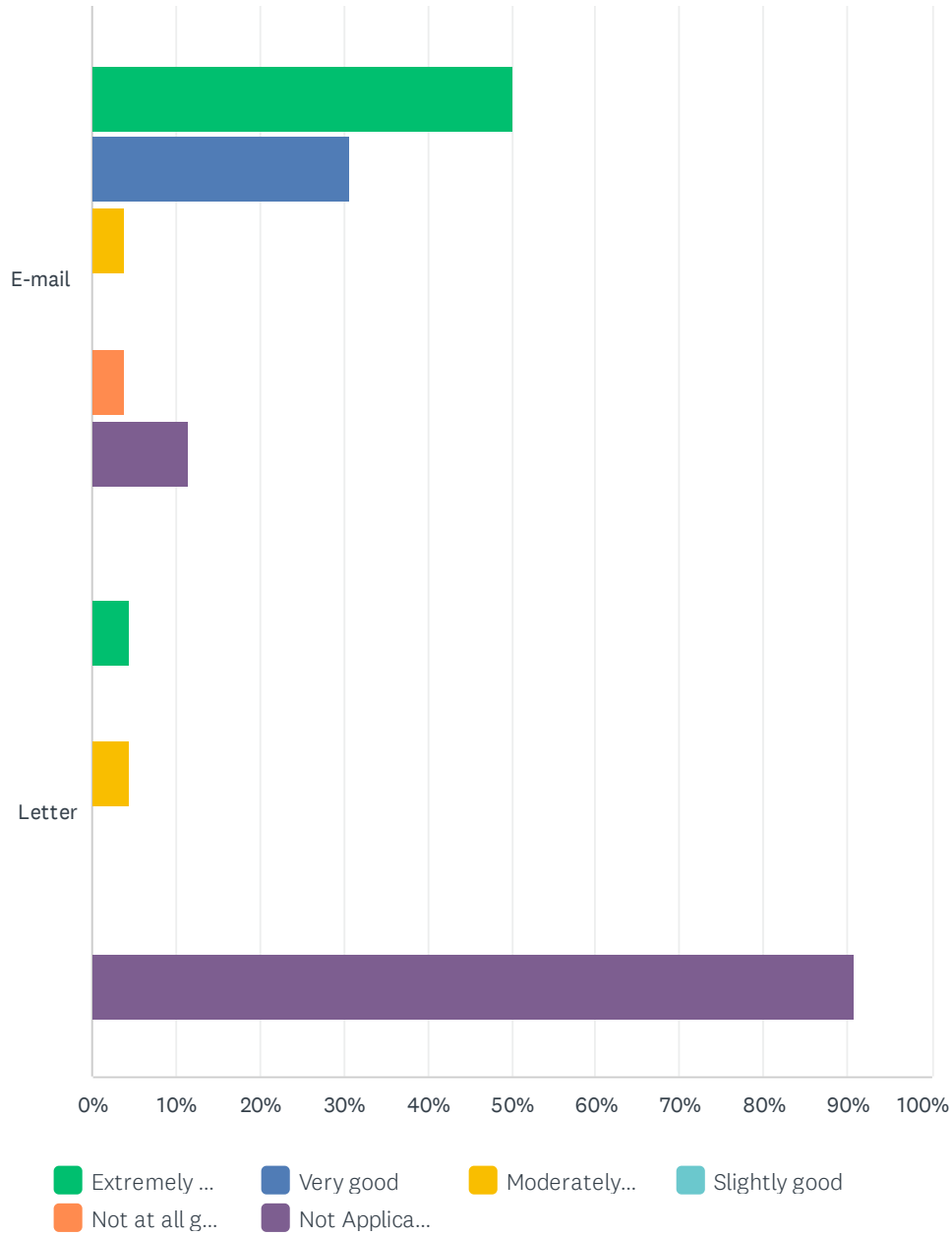
Answered: 27 Skipped: 9

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

Answered: 27 Skipped: 9



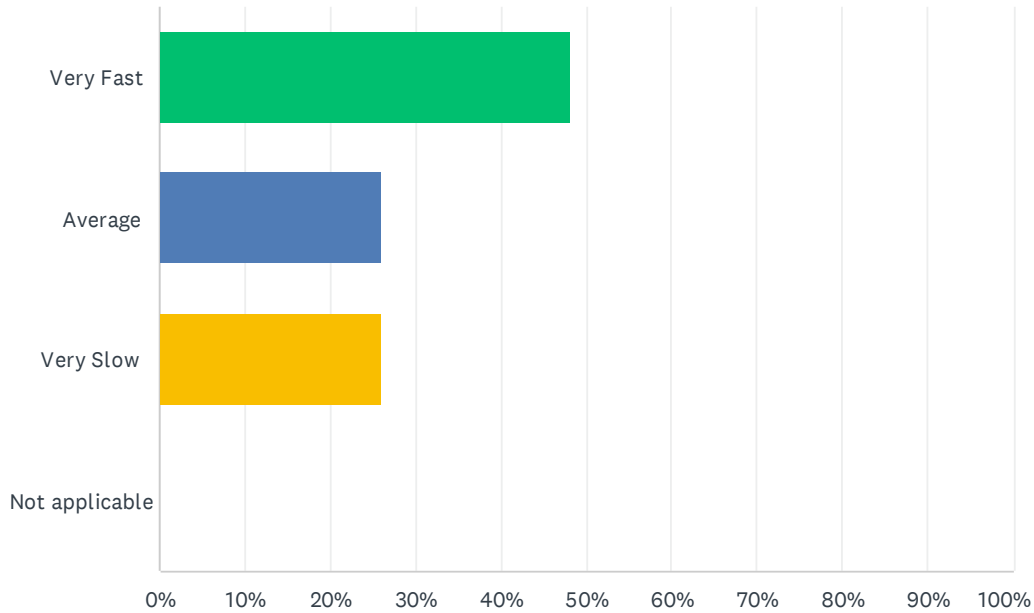
# UK International Consumer Centre - Customer Satisfaction Survey



	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	NOT APPLICABLE	TOTAL
Website	26.09% 6	21.74% 5	8.70% 2	0.00% 0	8.70% 2	34.78% 8	23
Leaflets	4.76% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	95.24% 20	21
Newsletter	4.76% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	95.24% 20	21
E-mail	50.00% 13	30.77% 8	3.85% 1	0.00% 0	3.85% 1	11.54% 3	26
Letter	4.55% 1	0.00% 0	4.55% 1	0.00% 0	0.00% 0	90.91% 20	22

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

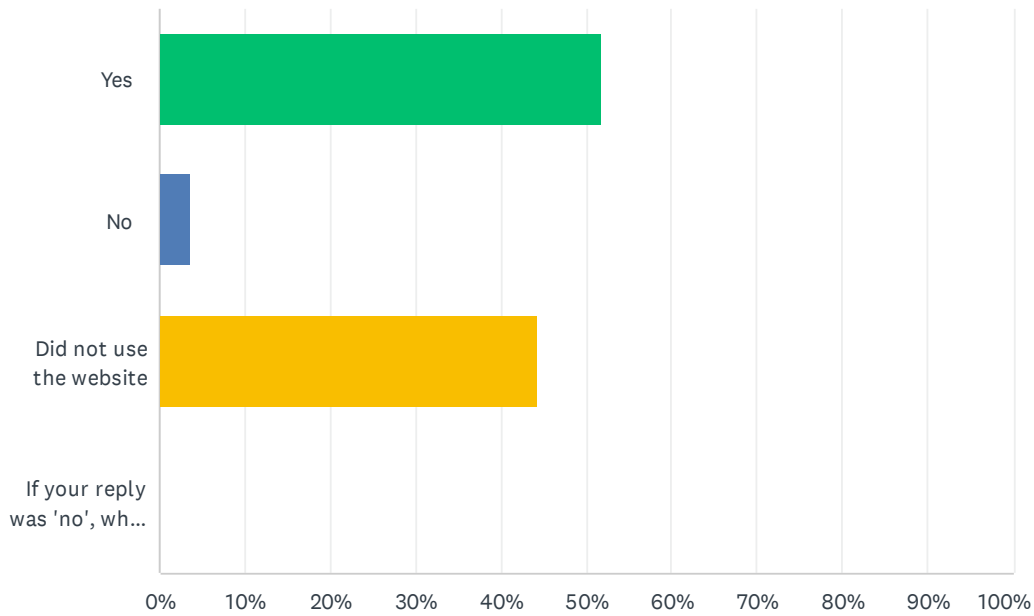
Answered: 27 Skipped: 9



ANSWER CHOICES	RESPONSES	
Very Fast	48.15%	13
Average	25.93%	7
Very Slow	25.93%	7
Not applicable	0.00%	0
<b>TOTAL</b>		<b>27</b>

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

Answered: 27 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	51.85%	14
No	3.70%	1
Did not use the website	44.44%	12
If your reply was 'no', what improvements would you recommend?	0.00%	0
<b>TOTAL</b>		<b>27</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: 19 Skipped: 17

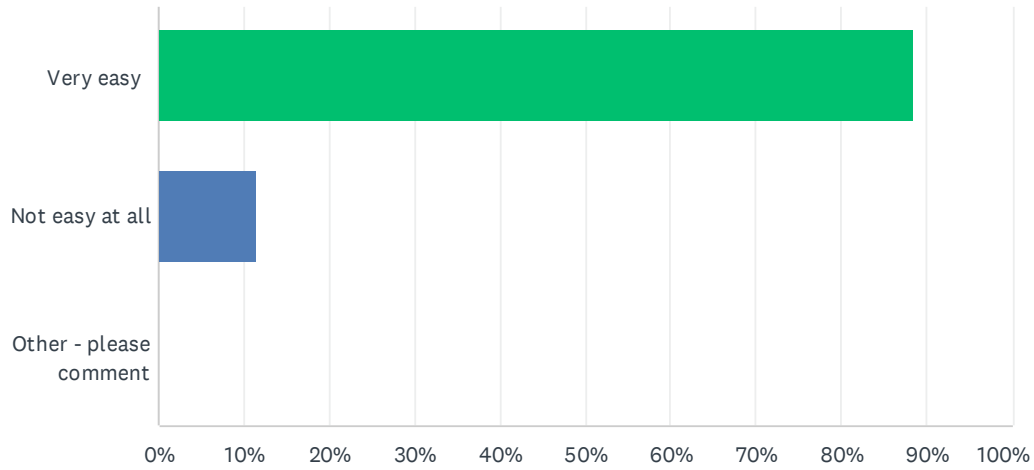
**Q17 Do you have any suggestions as to how we can improve on the service we provide?**

Answered: 14 Skipped: 22



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

Answered: 26 Skipped: 10



ANSWER CHOICES	RESPONSES	
Very easy	88.46%	23
Not easy at all	11.54%	3
Other - please comment	0.00%	0
Total Respondents: 26		

**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: 19 Skipped: 17