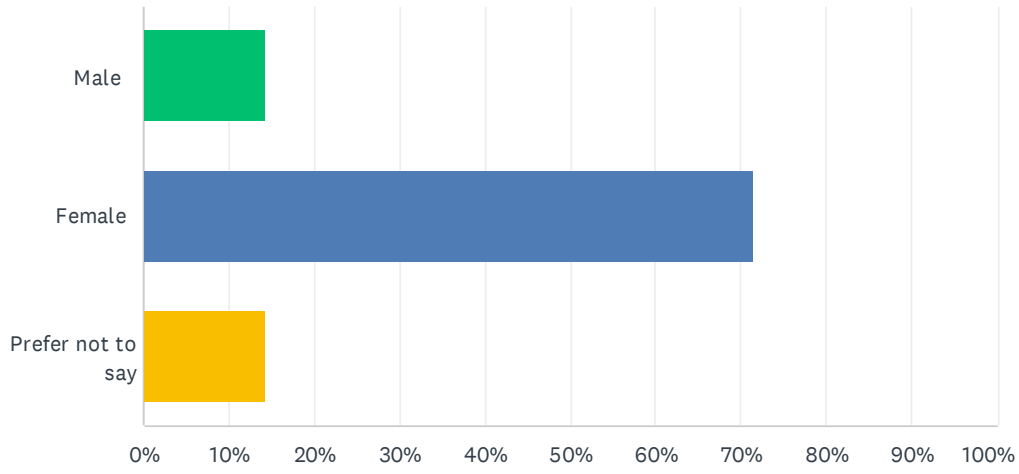


## Q1 What is your Gender?

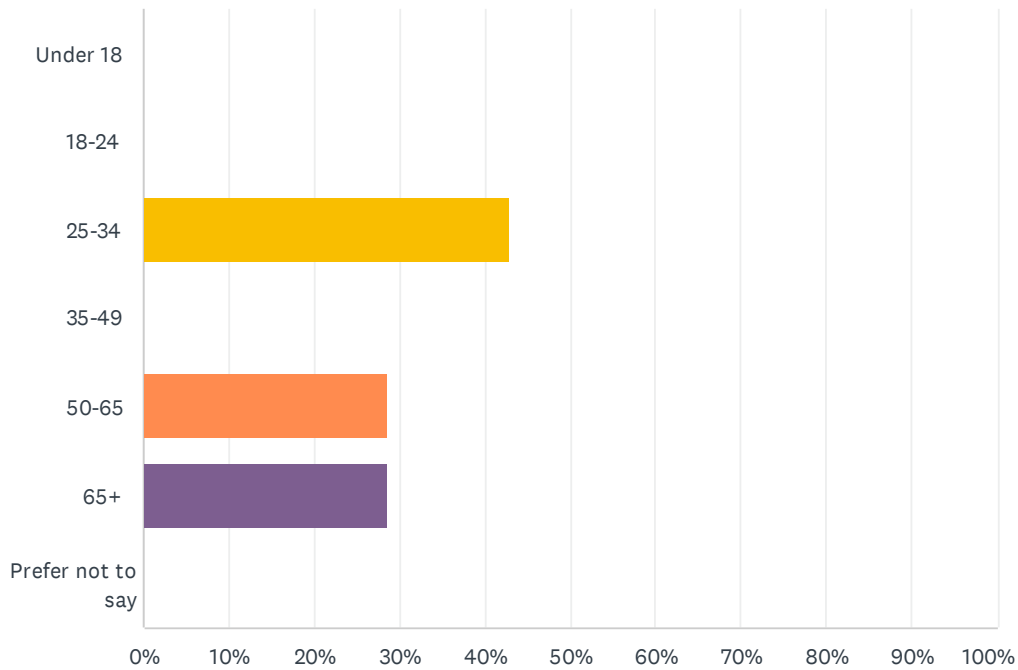
Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES
Male	14.29% 1
Female	71.43% 5
Prefer not to say	14.29% 1
<b>TOTAL</b>	<b>7</b>

## Q2 What is your age?

Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	0.00%	0
25-34	42.86%	3
35-49	0.00%	0
50-65	28.57%	2
65+	28.57%	2
Prefer not to say	0.00%	0
<b>TOTAL</b>		<b>7</b>

### Q3 What is your ethnic group?

Answered: 7 Skipped: 0

# UK International Consumer Centre - Customer Satisfaction Survey

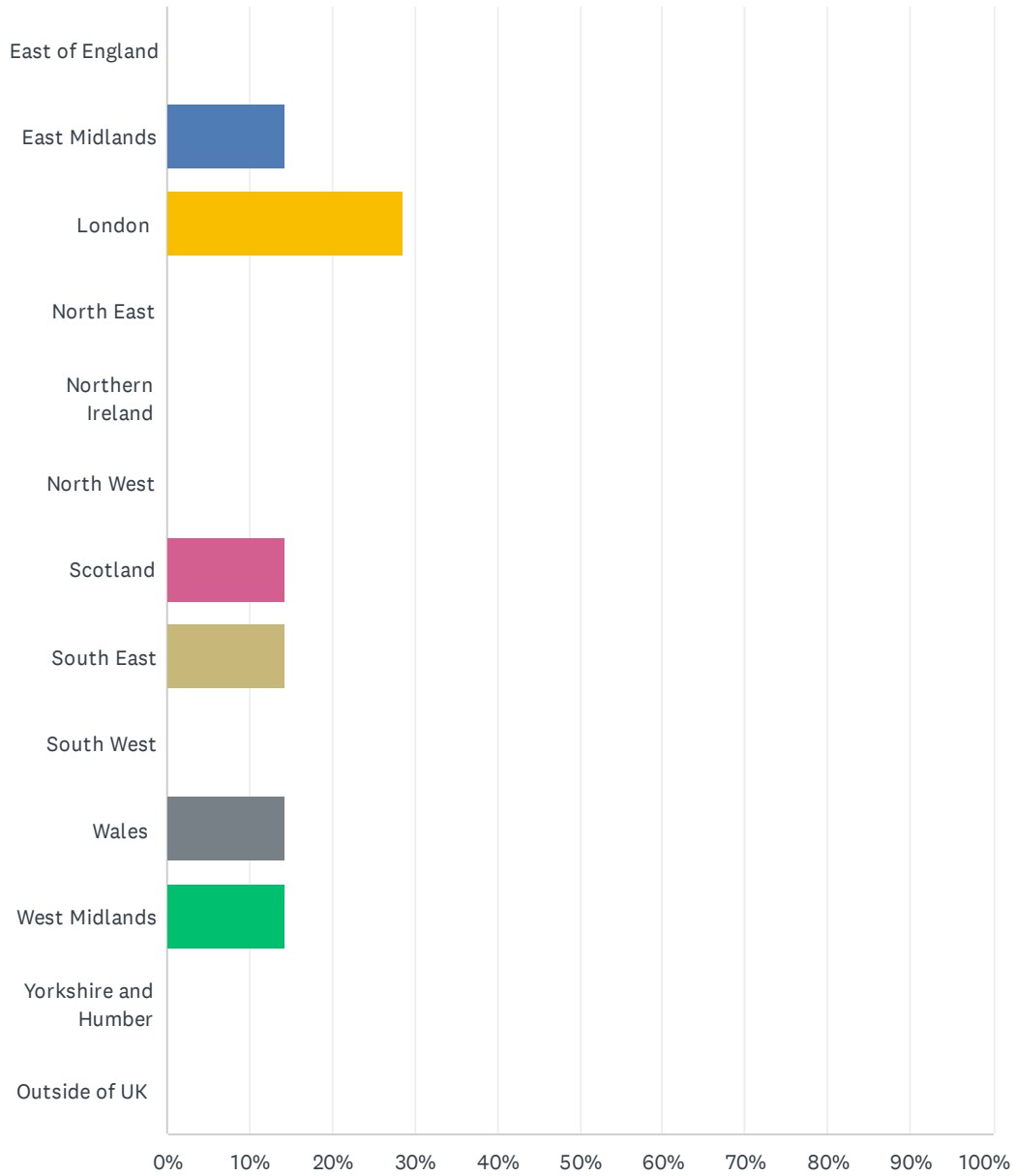


UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
White English / Welsh / Scottish / Northern Irish / British	85.71%	6
White Irish	0.00%	0
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	14.29%	1
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	0.00%	0
Bangladeshi	0.00%	0
Chinese	0.00%	0
Any other Asian background, please describe below	0.00%	0
African	0.00%	0
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	0.00%	0
Prefer not to say	0.00%	0
Total Respondents: 7		

## Q4 Which region do you live in?

Answered: 7 Skipped: 0

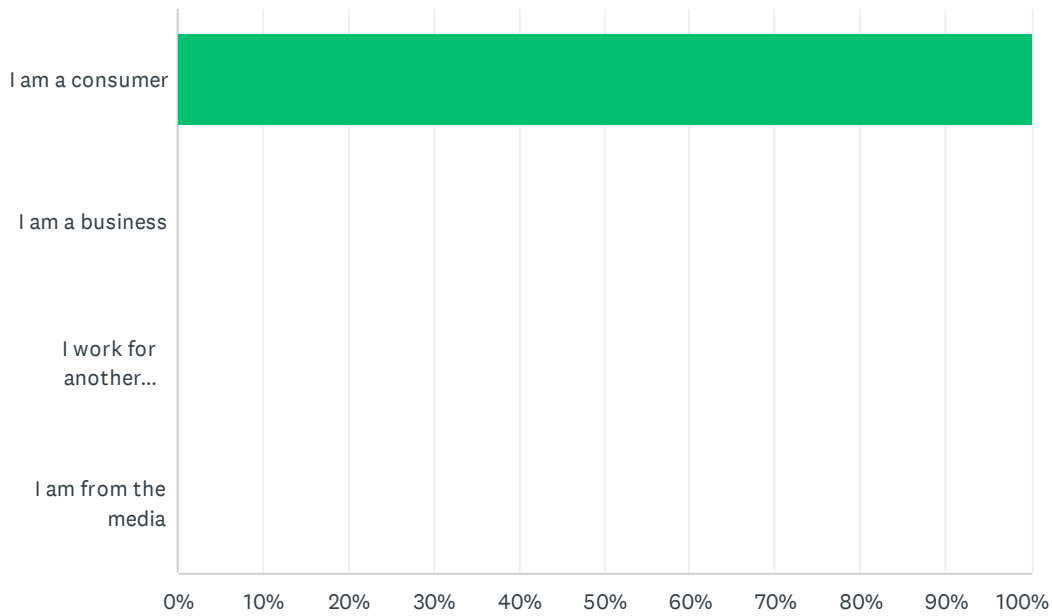


## UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
East of England	0.00%	0
East Midlands	14.29%	1
London	28.57%	2
North East	0.00%	0
Northern Ireland	0.00%	0
North West	0.00%	0
Scotland	14.29%	1
South East	14.29%	1
South West	0.00%	0
Wales	14.29%	1
West Midlands	14.29%	1
Yorkshire and Humber	0.00%	0
Outside of UK	0.00%	0
<b>TOTAL</b>		<b>7</b>

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

Answered: 7 Skipped: 0

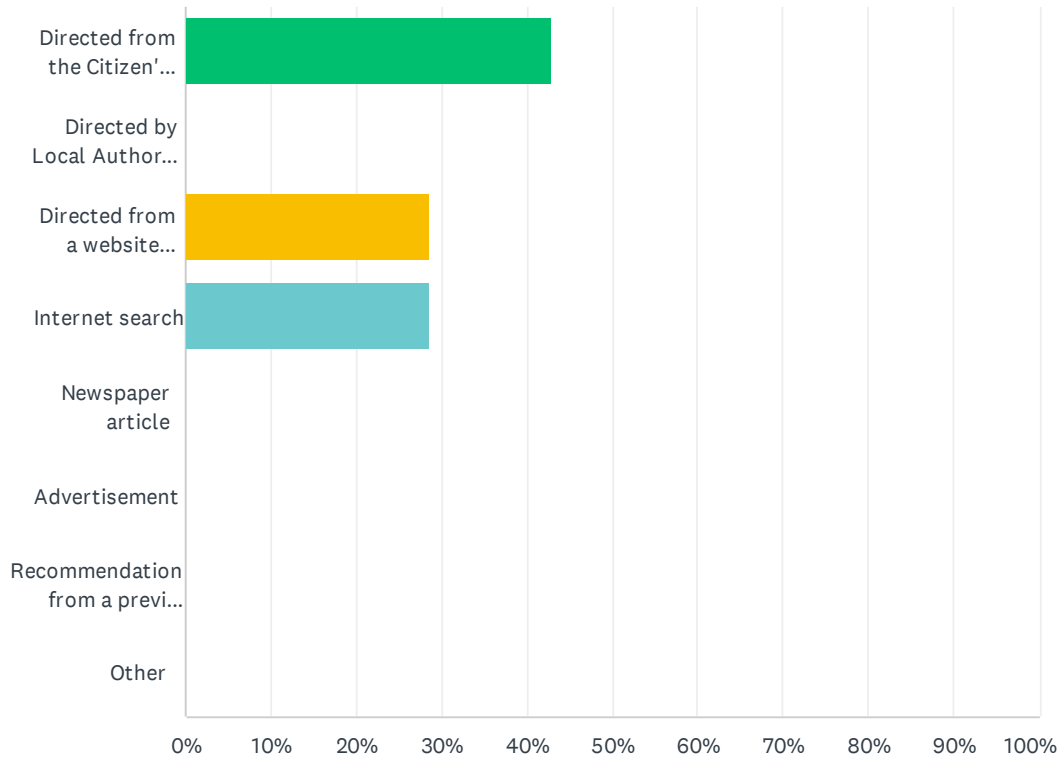


ANSWER CHOICES	RESPONSES	
I am a consumer	100.00%	7
I am a business	0.00%	0
I work for another consumer body	0.00%	0
I am from the media	0.00%	0
<b>TOTAL</b>		<b>7</b>



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

Answered: 7 Skipped: 0



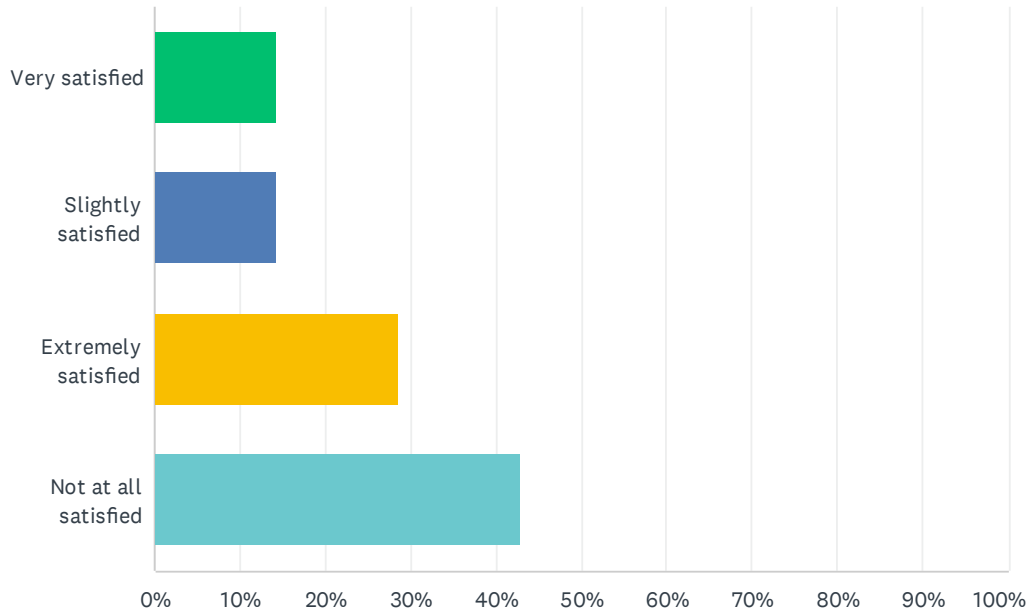
ANSWER CHOICES	RESPONSES	
Directed from the Citizen's Advice Consumer Service or other consumer body	42.86%	3
Directed by Local Authority or Local Council	0.00%	0
Directed from a website (other than our own)	28.57%	2
Internet search	28.57%	2
Newspaper article	0.00%	0
Advertisement	0.00%	0
Recommendation from a previous user	0.00%	0
Other	0.00%	0
<b>TOTAL</b>		<b>7</b>

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

Answered: 6 Skipped: 1

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

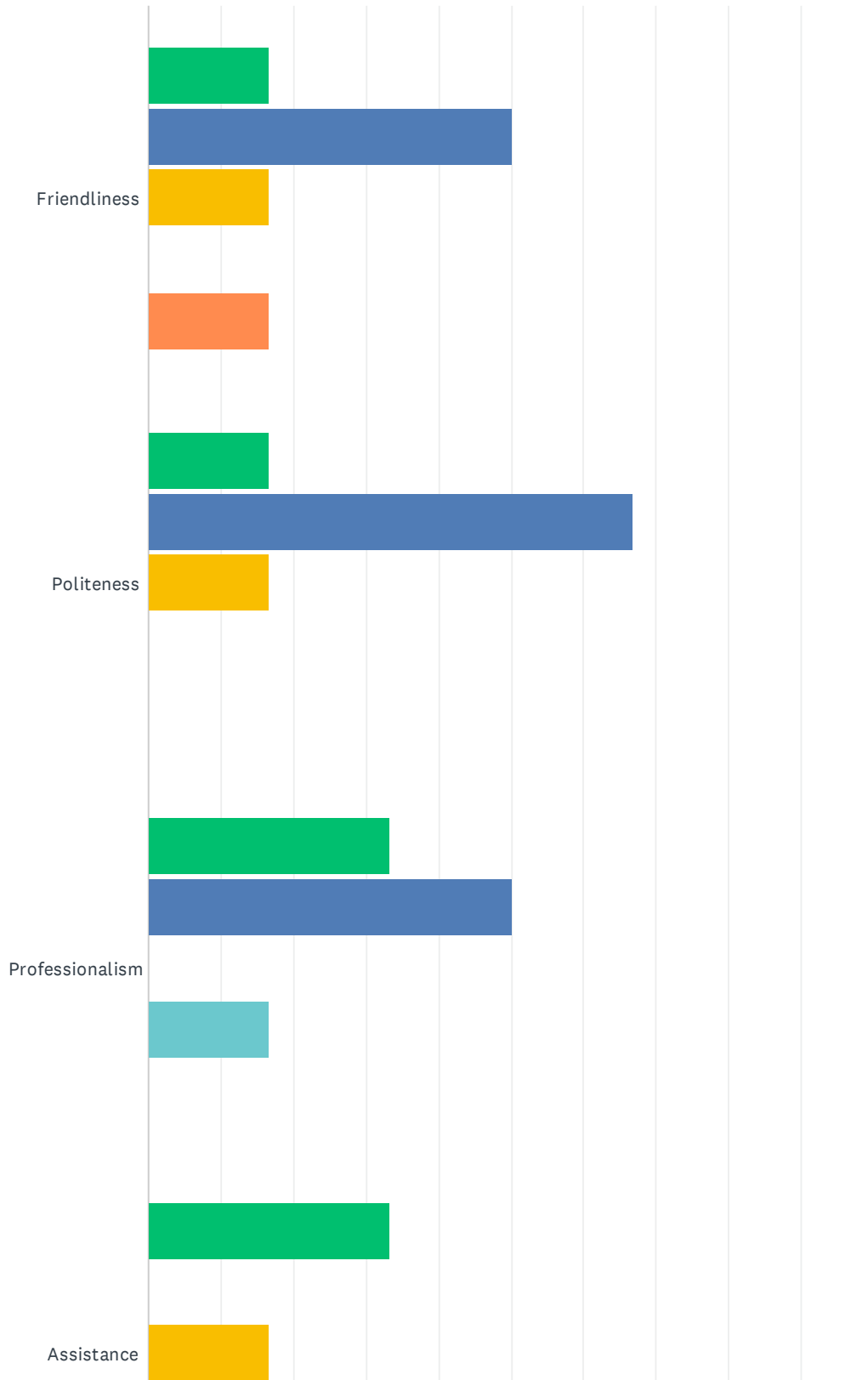
Answered: 7 Skipped: 0



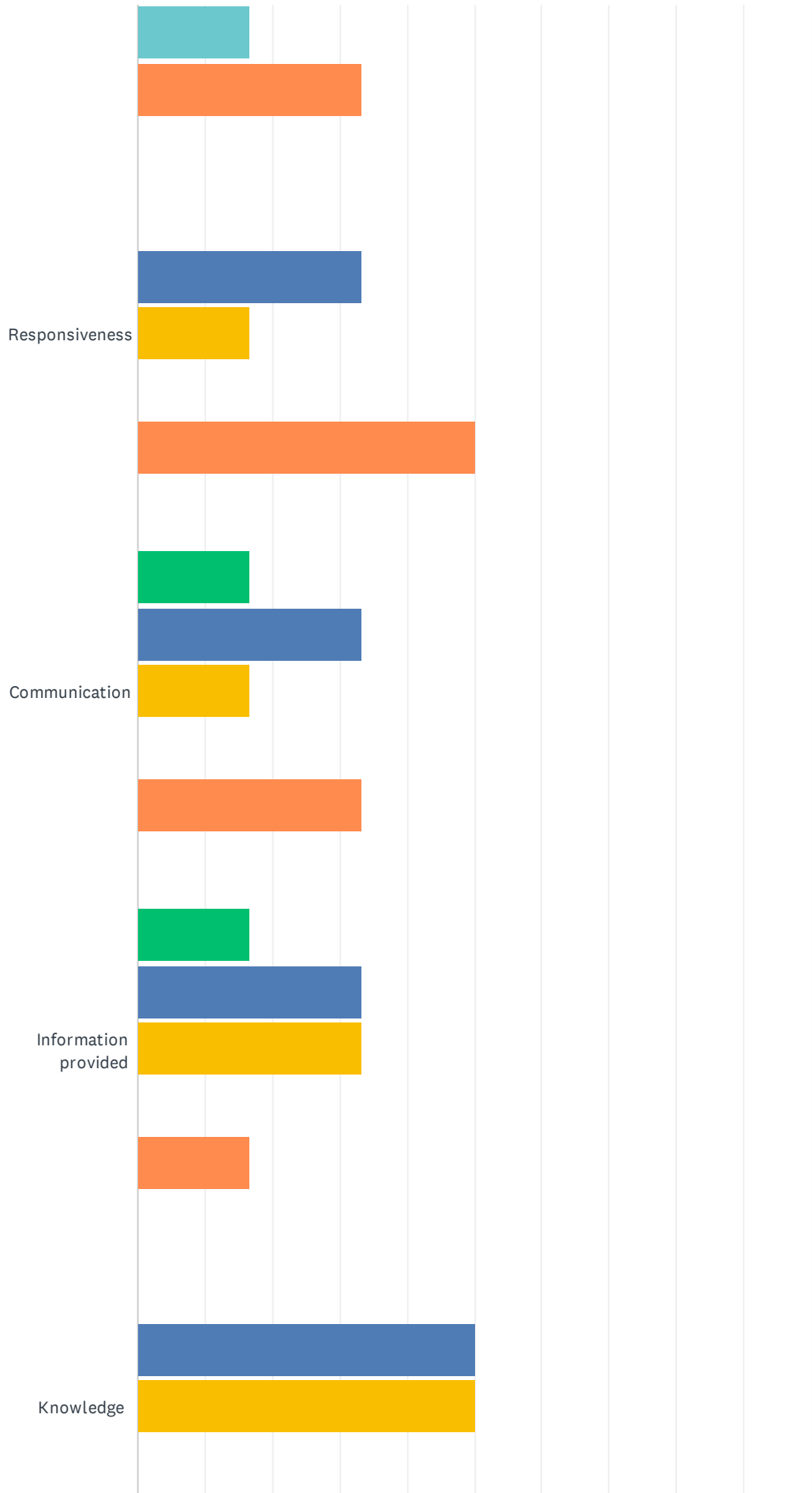
ANSWER CHOICES	RESPONSES	
Very satisfied	14.29%	1
Slightly satisfied	14.29%	1
Extremely satisfied	28.57%	2
Not at all satisfied	42.86%	3
<b>TOTAL</b>		<b>7</b>

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

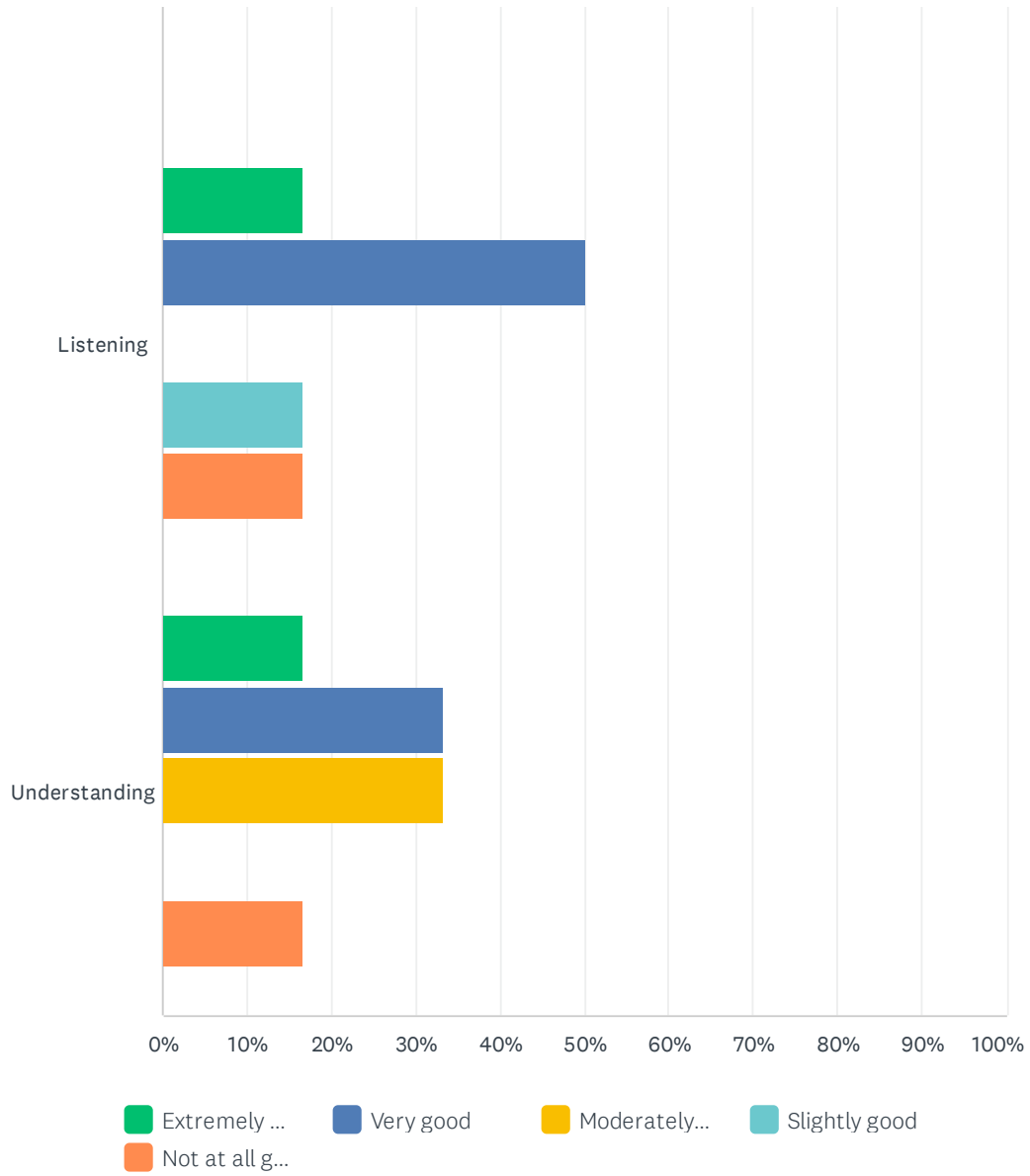
Answered: 6 Skipped: 1



# UK International Consumer Centre - Customer Satisfaction Survey



# UK International Consumer Centre - Customer Satisfaction Survey

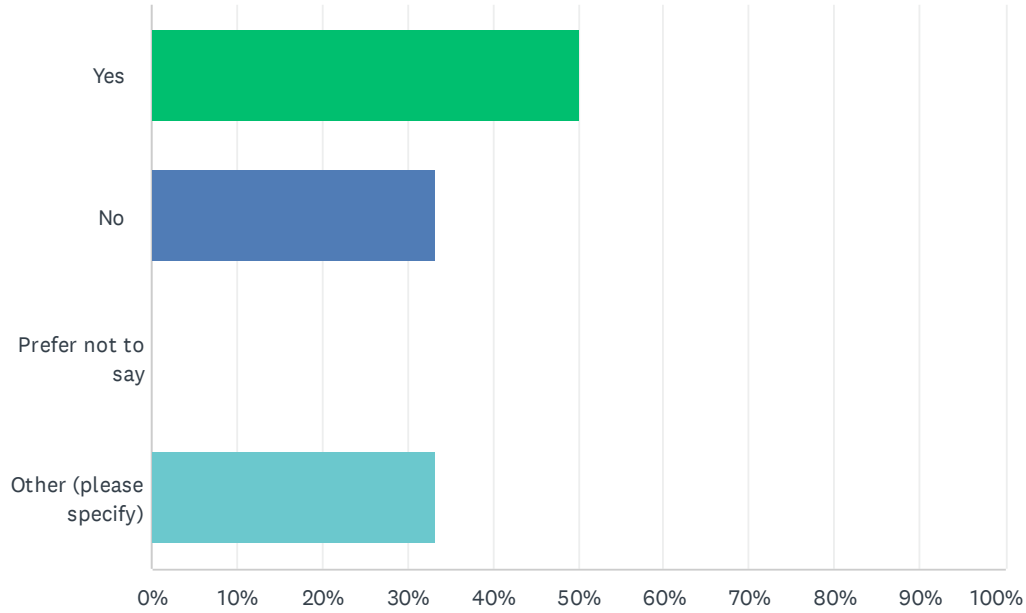


UK International Consumer Centre - Customer Satisfaction Survey

	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	TOTAL
Friendliness	16.67% 1	50.00% 3	16.67% 1	0.00% 0	16.67% 1	6
Politeness	16.67% 1	66.67% 4	16.67% 1	0.00% 0	0.00% 0	6
Professionalism	33.33% 2	50.00% 3	0.00% 0	16.67% 1	0.00% 0	6
Assistance	33.33% 2	0.00% 0	16.67% 1	16.67% 1	33.33% 2	6
Responsiveness	0.00% 0	33.33% 2	16.67% 1	0.00% 0	50.00% 3	6
Communication	16.67% 1	33.33% 2	16.67% 1	0.00% 0	33.33% 2	6
Information provided	16.67% 1	33.33% 2	33.33% 2	0.00% 0	16.67% 1	6
Knowledge	0.00% 0	50.00% 3	50.00% 3	0.00% 0	0.00% 0	6
Listening	16.67% 1	50.00% 3	0.00% 0	16.67% 1	16.67% 1	6
Understanding	16.67% 1	33.33% 2	33.33% 2	0.00% 0	16.67% 1	6

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

Answered: 6 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	50.00%	3
No	33.33%	2
Prefer not to say	0.00%	0
Other (please specify)	33.33%	2
Total Respondents: 6		



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

Answered: 6 Skipped: 1

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.

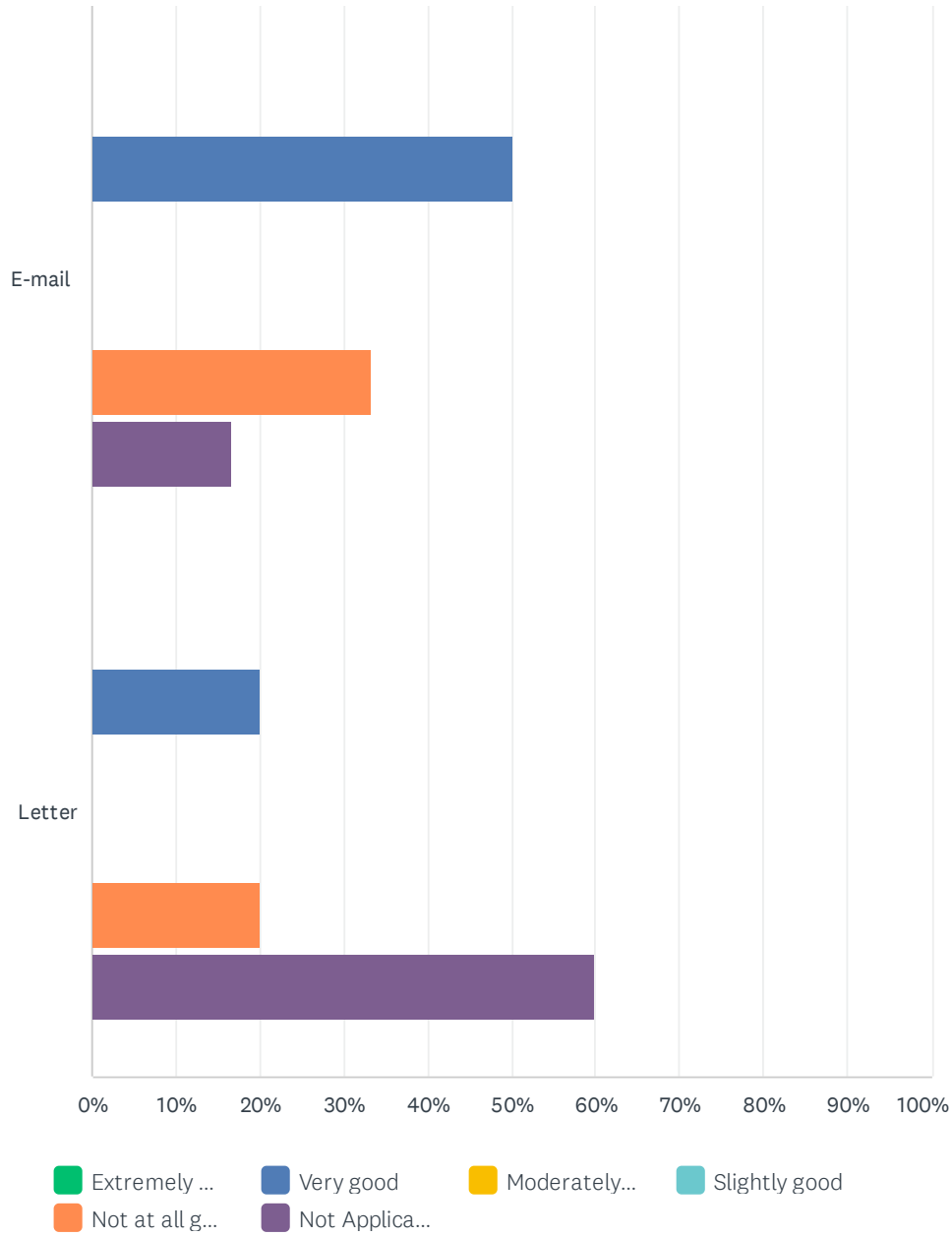
Answered: 6 Skipped: 1

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

Answered: 6 Skipped: 1



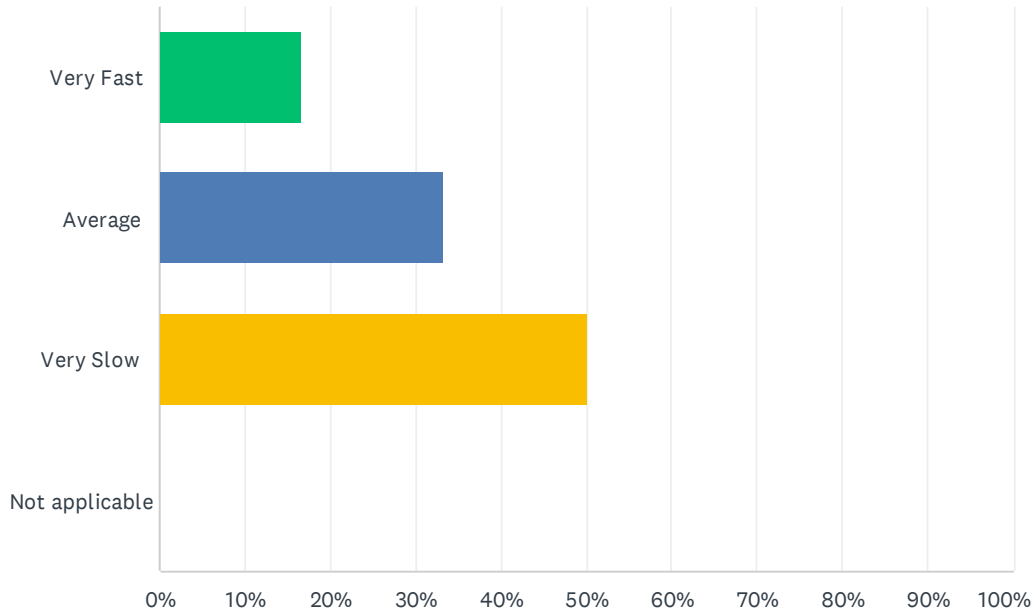
# UK International Consumer Centre - Customer Satisfaction Survey



	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	NOT APPLICABLE	TOTAL
Website	20.00% 1	0.00% 0	0.00% 0	0.00% 0	20.00% 1	60.00% 3	5
Leaflets	0.00% 0	0.00% 0	0.00% 0	0.00% 0	20.00% 1	80.00% 4	5
Newsletter	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 5	5
E-mail	0.00% 0	50.00% 3	0.00% 0	0.00% 0	33.33% 2	16.67% 1	6
Letter	0.00% 0	20.00% 1	0.00% 0	0.00% 0	20.00% 1	60.00% 3	5

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

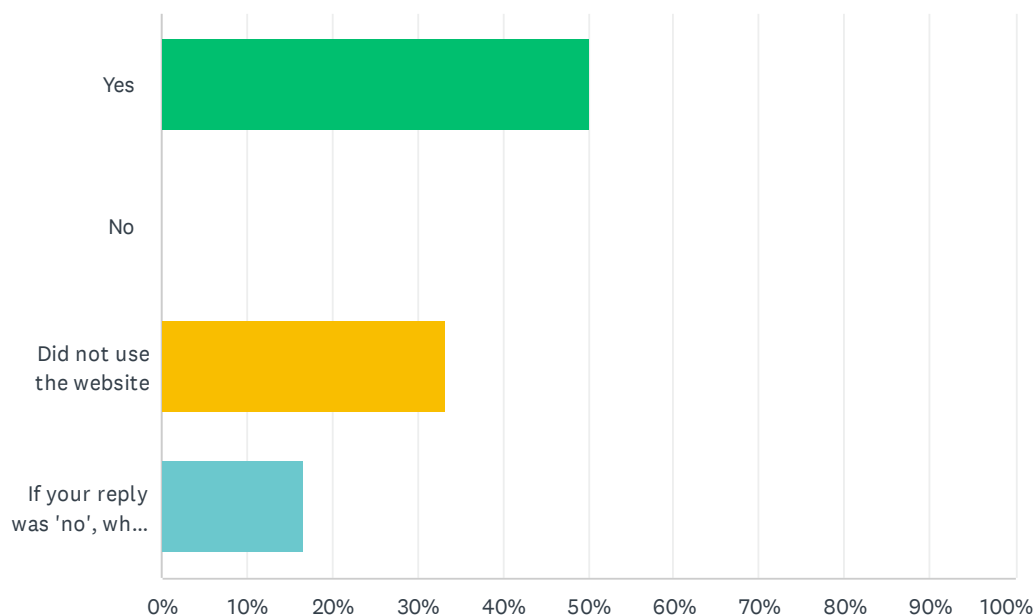
Answered: 6 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Fast	16.67%	1
Average	33.33%	2
Very Slow	50.00%	3
Not applicable	0.00%	0
<b>TOTAL</b>		<b>6</b>

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

Answered: 6 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	50.00%	3
No	0.00%	0
Did not use the website	33.33%	2
If your reply was 'no', what improvements would you recommend?	16.67%	1
<b>TOTAL</b>		<b>6</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: 4 Skipped: 3

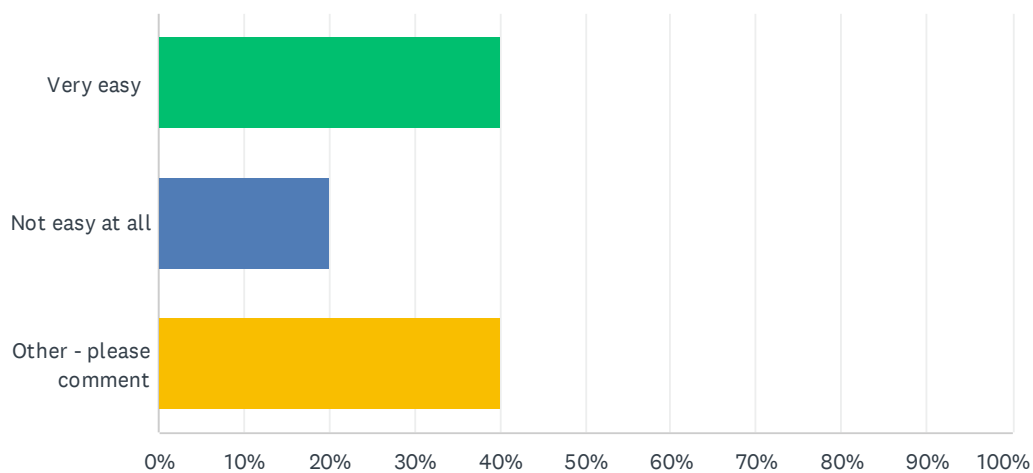
**Q17 Do you have any suggestions as to how we can improve on the service we provide?**

Answered: 5 Skipped: 2



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

Answered: 5 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very easy	40.00%	2
Not easy at all	20.00%	1
Other - please comment	40.00%	2
Total Respondents: 5		

**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: 2 Skipped: 5