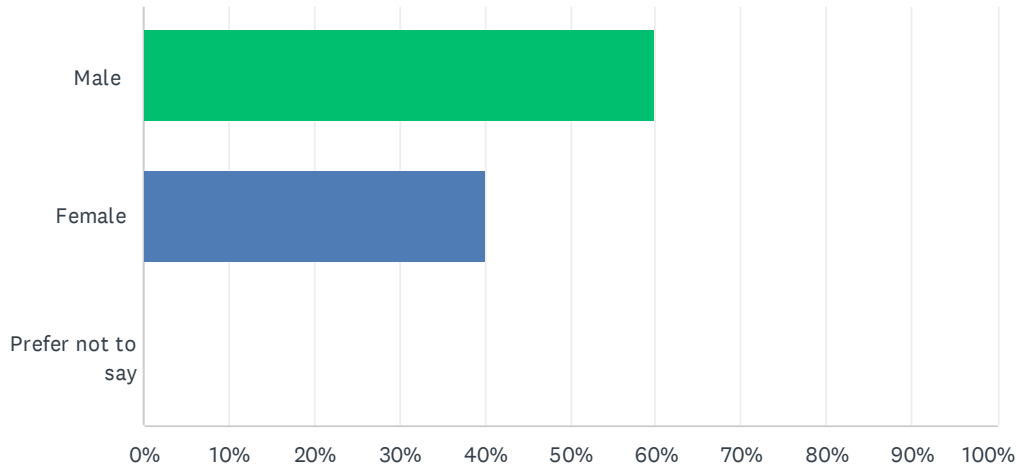


## Q1 What is your Gender?

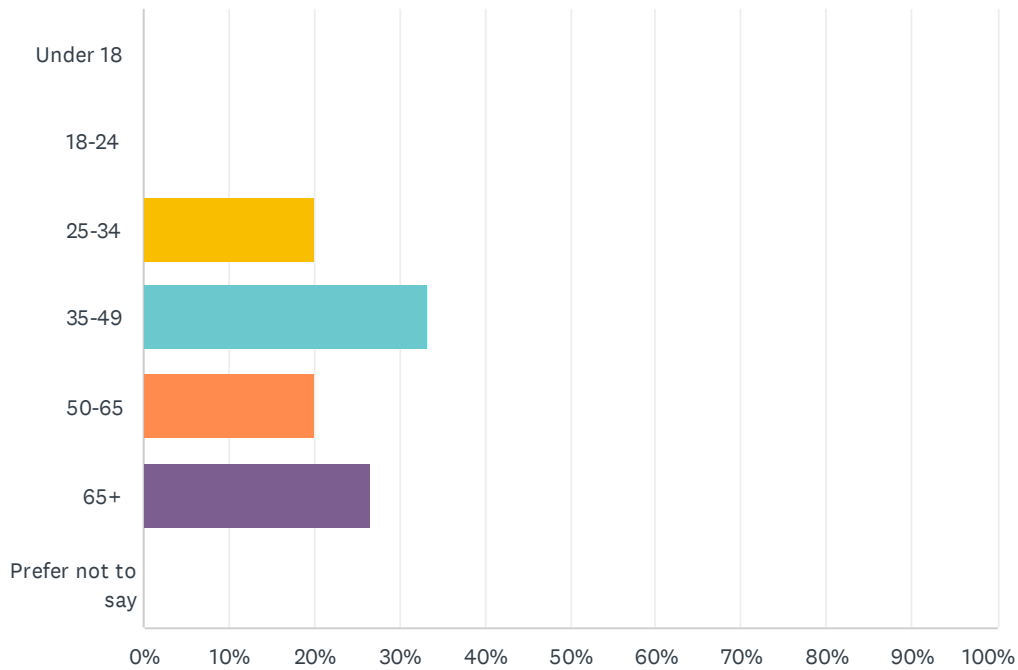
Answered: 15 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	60.00%	9
Female	40.00%	6
Prefer not to say	0.00%	0
<b>TOTAL</b>		<b>15</b>

## Q2 What is your age?

Answered: 15 Skipped: 0

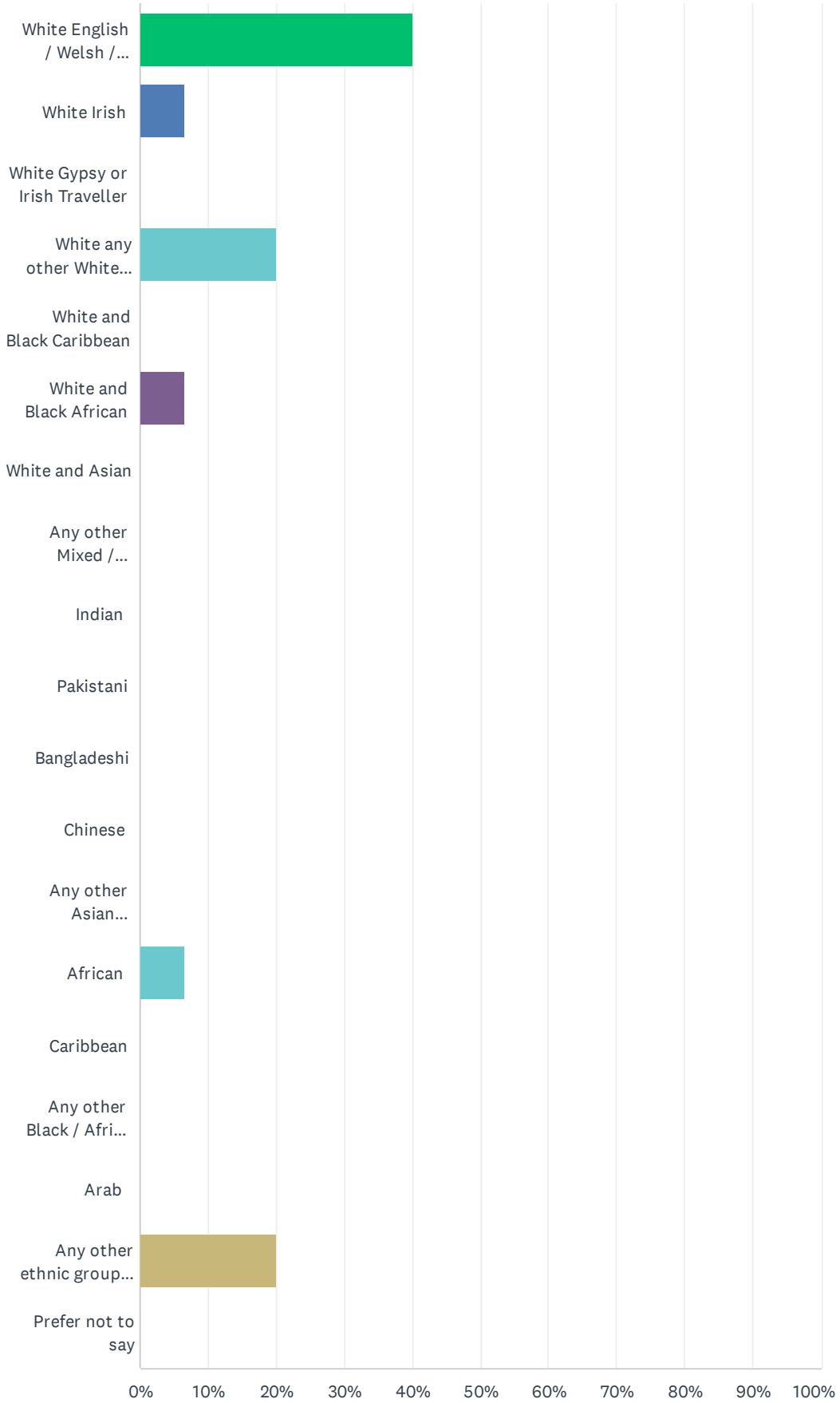


ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	0.00%	0
25-34	20.00%	3
35-49	33.33%	5
50-65	20.00%	3
65+	26.67%	4
Prefer not to say	0.00%	0
<b>TOTAL</b>		<b>15</b>

### Q3 What is your ethnic group?

Answered: 15 Skipped: 0

# UK International Consumer Centre - Customer Satisfaction Survey

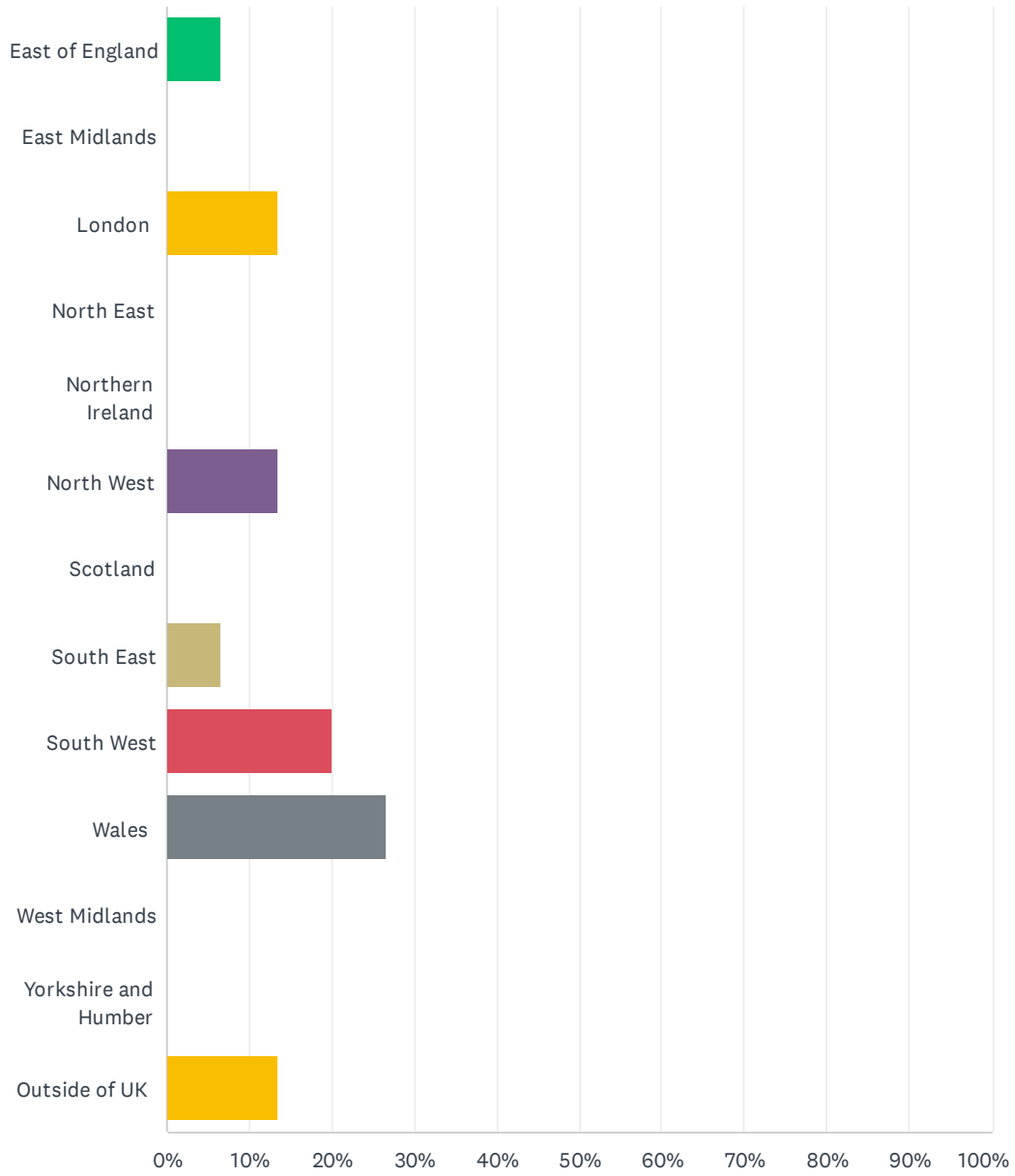


UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
White English / Welsh / Scottish / Northern Irish / British	40.00%	6
White Irish	6.67%	1
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	20.00%	3
White and Black Caribbean	0.00%	0
White and Black African	6.67%	1
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	6.67%	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	20.00%	3
Prefer not to say	0.00%	0
Total Respondents: 15		

## Q4 Which region do you live in?

Answered: 15 Skipped: 0

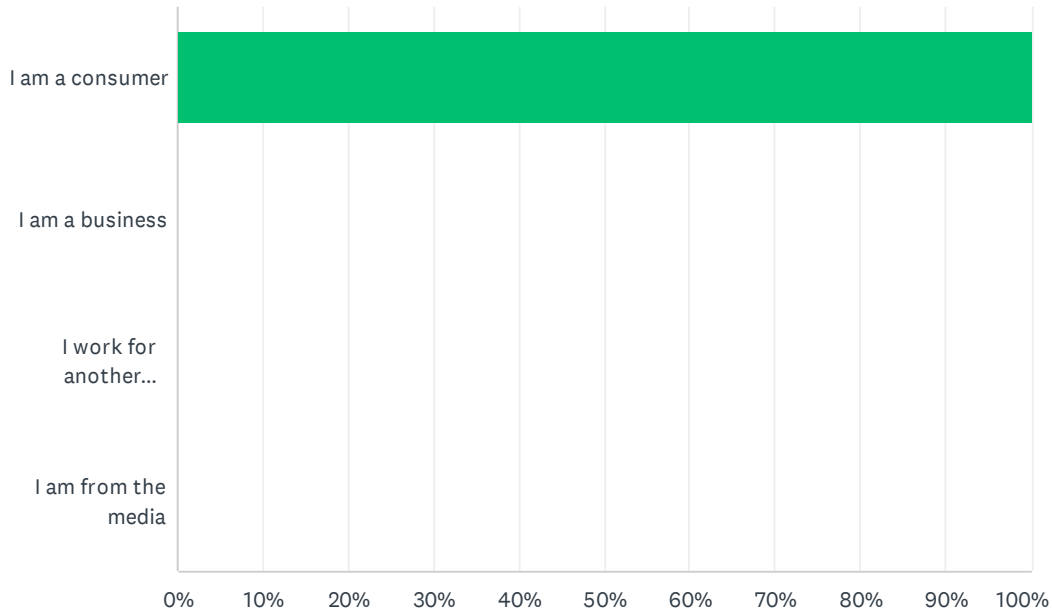


## UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
East of England	6.67%	1
East Midlands	0.00%	0
London	13.33%	2
North East	0.00%	0
Northern Ireland	0.00%	0
North West	13.33%	2
Scotland	0.00%	0
South East	6.67%	1
South West	20.00%	3
Wales	26.67%	4
West Midlands	0.00%	0
Yorkshire and Humber	0.00%	0
Outside of UK	13.33%	2
<b>TOTAL</b>		<b>15</b>

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

Answered: 15 Skipped: 0

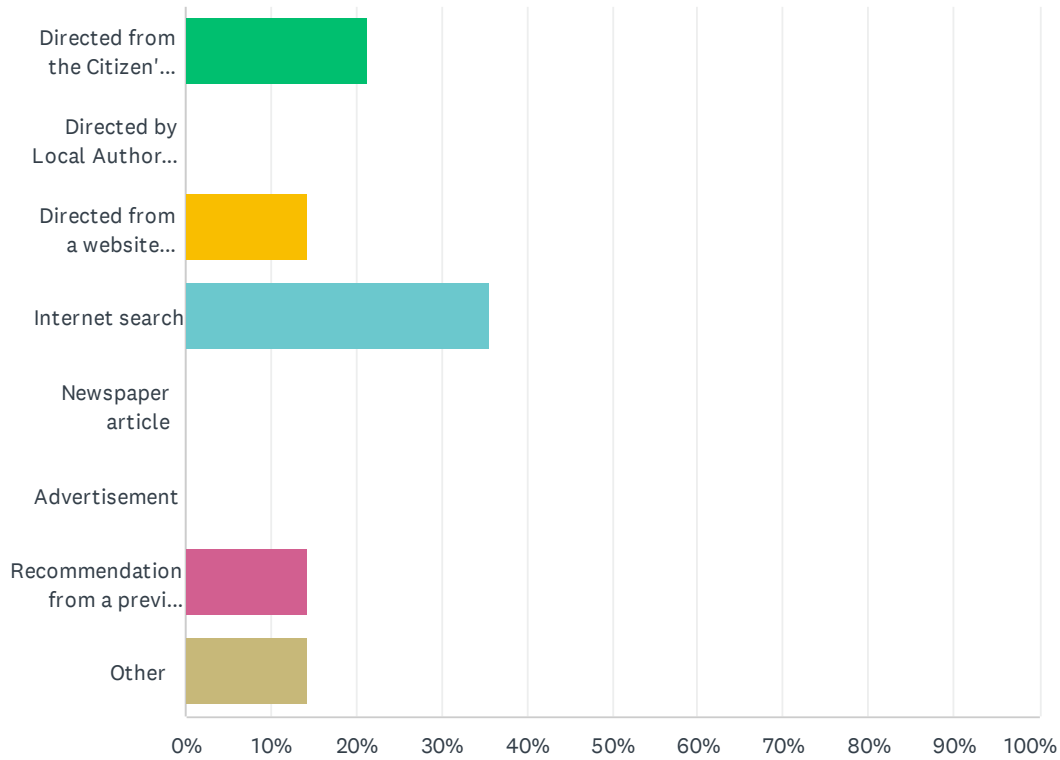


ANSWER CHOICES	RESPONSES	
I am a consumer	100.00%	15
I am a business	0.00%	0
I work for another consumer body	0.00%	0
I am from the media	0.00%	0
<b>TOTAL</b>		<b>15</b>



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

Answered: 14 Skipped: 1



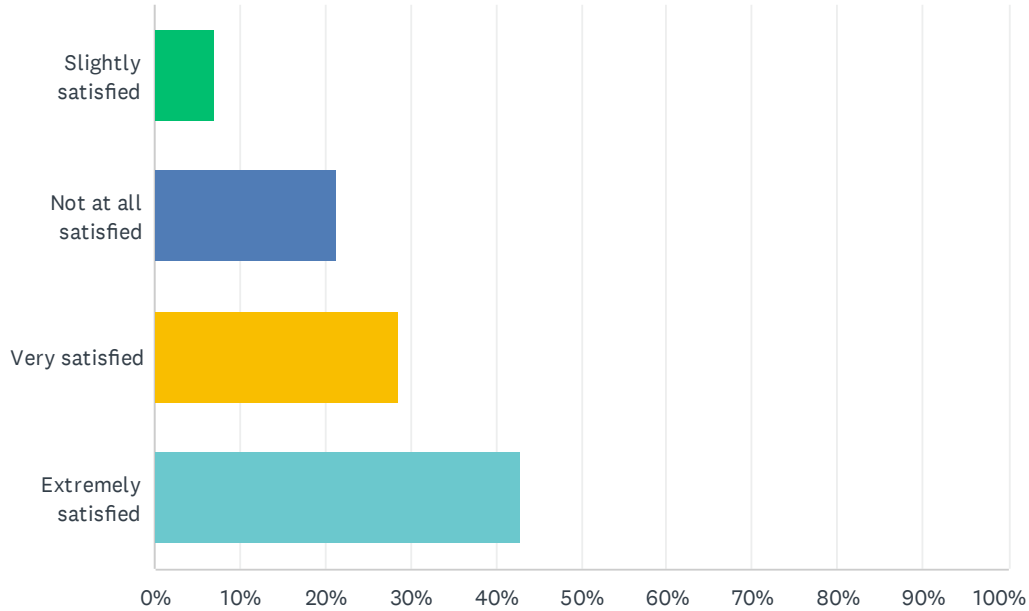
ANSWER CHOICES	RESPONSES	
Directed from the Citizen's Advice Consumer Service or other consumer body	21.43%	3
Directed by Local Authority or Local Council	0.00%	0
Directed from a website (other than our own)	14.29%	2
Internet search	35.71%	5
Newspaper article	0.00%	0
Advertisement	0.00%	0
Recommendation from a previous user	14.29%	2
Other	14.29%	2
<b>TOTAL</b>		<b>14</b>

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

Answered: 9 Skipped: 6

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

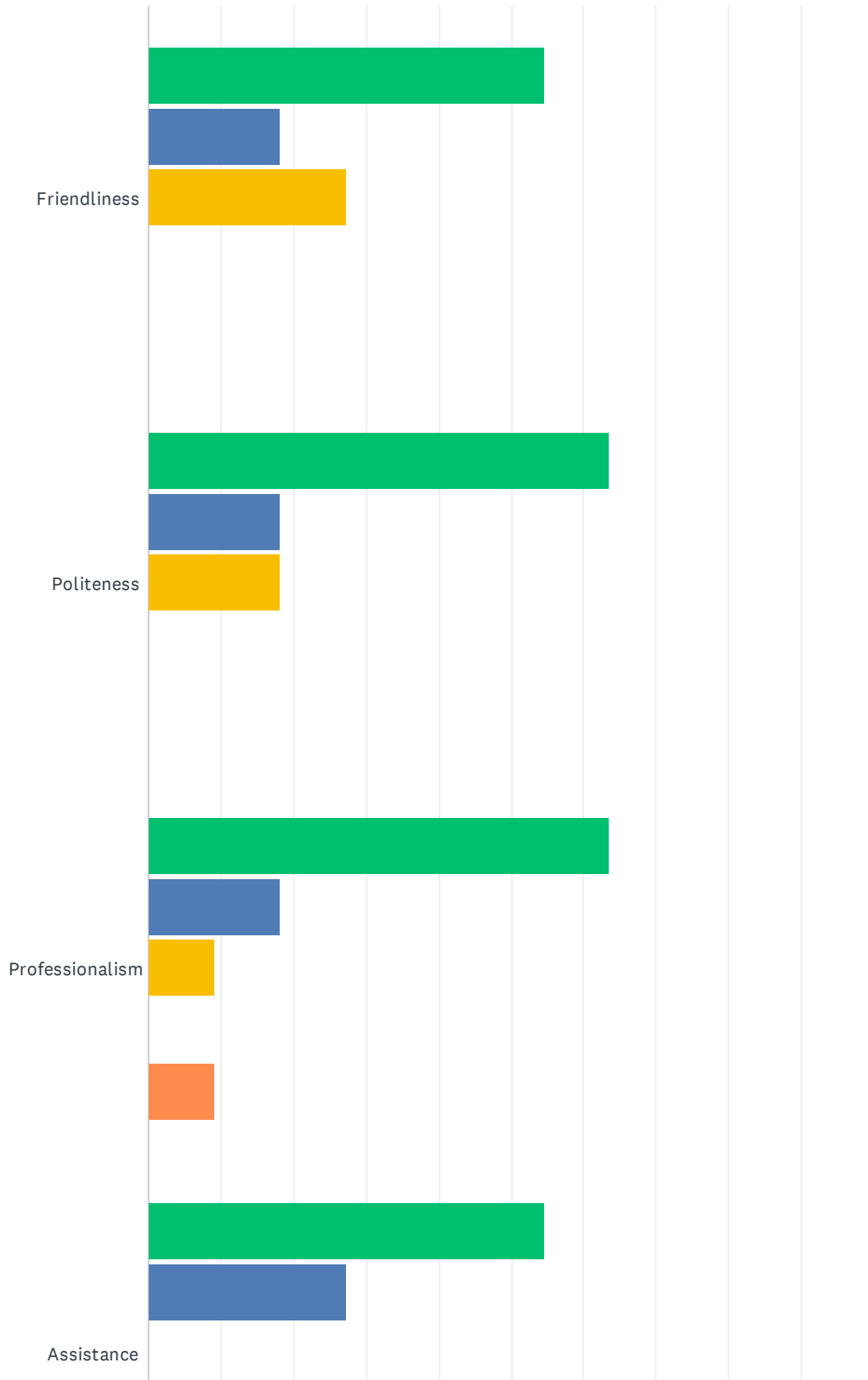
Answered: 14 Skipped: 1



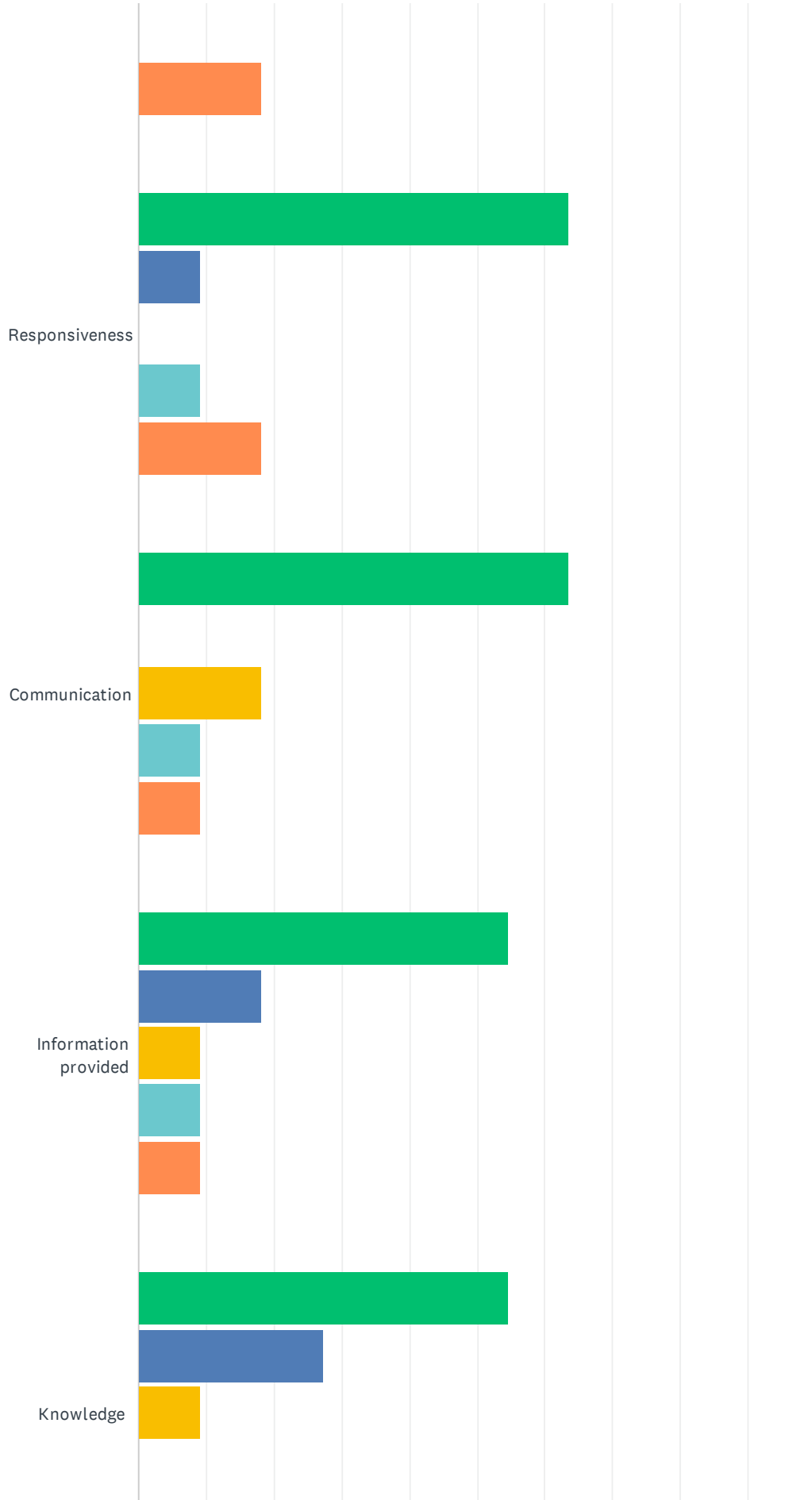
ANSWER CHOICES	RESPONSES	
Slightly satisfied	7.14%	1
Not at all satisfied	21.43%	3
Very satisfied	28.57%	4
Extremely satisfied	42.86%	6
<b>TOTAL</b>		<b>14</b>

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

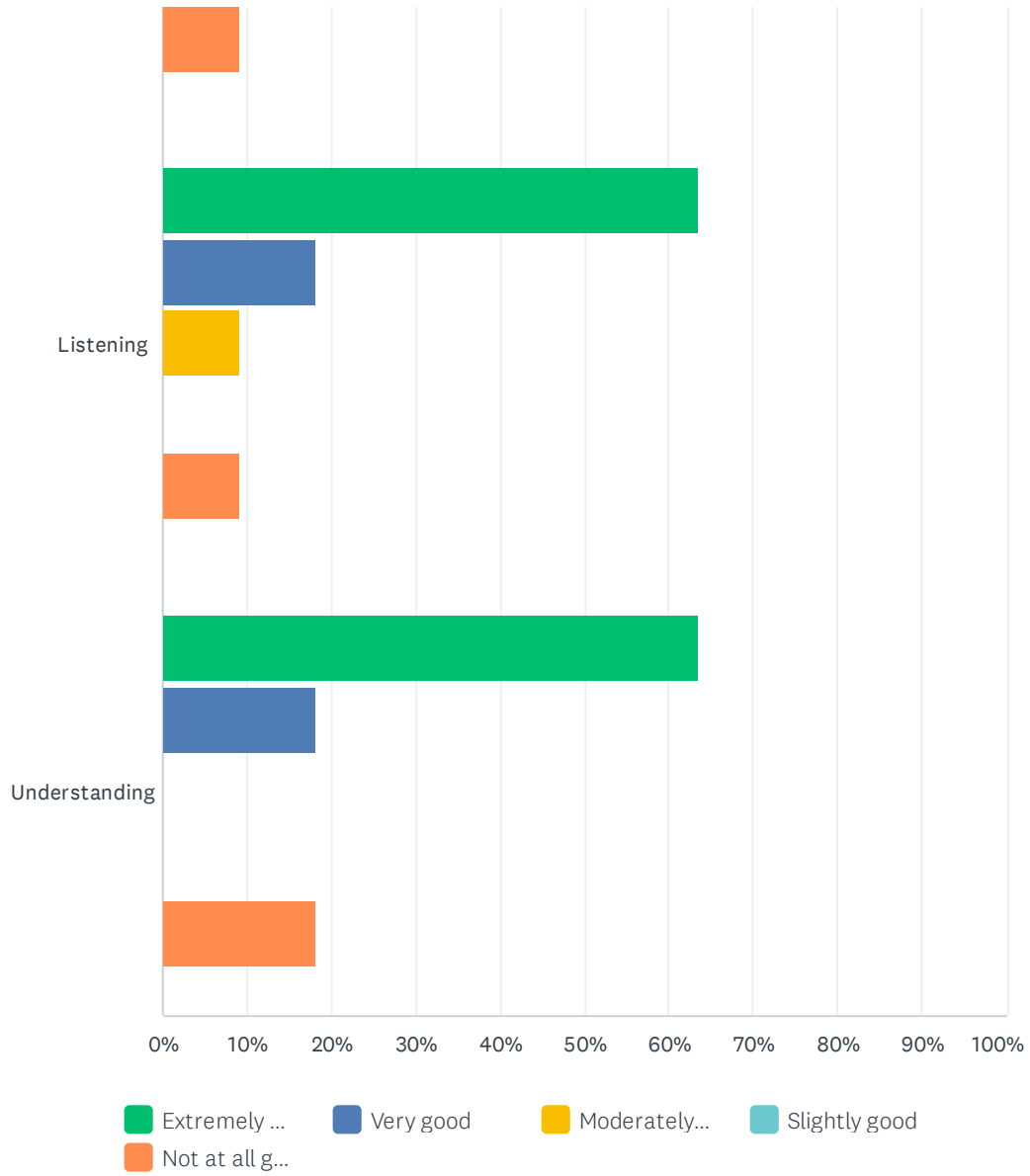
Answered: 11 Skipped: 4



UK International Consumer Centre - Customer Satisfaction Survey



# UK International Consumer Centre - Customer Satisfaction Survey

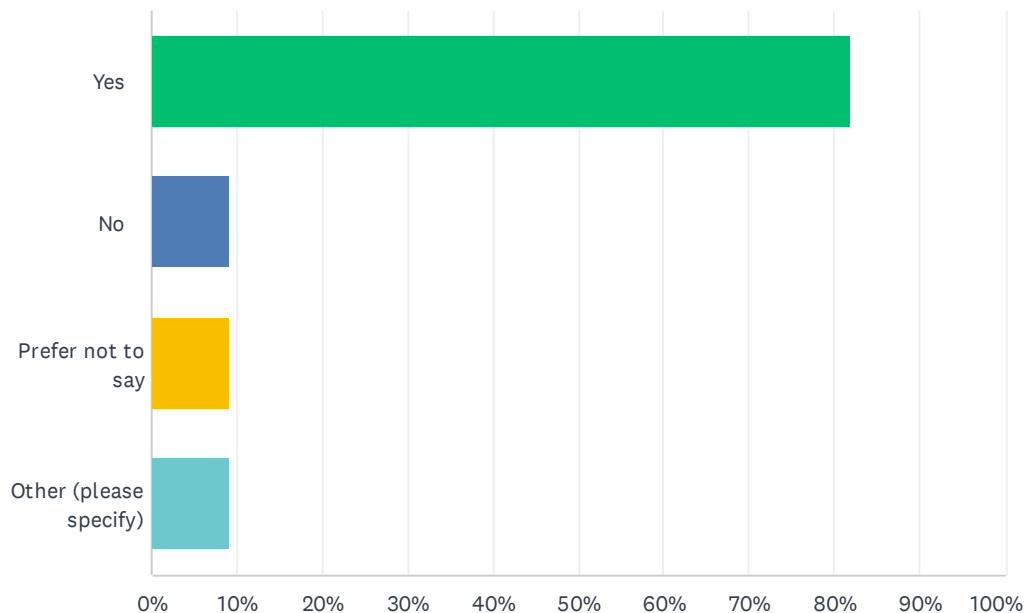


UK International Consumer Centre - Customer Satisfaction Survey

	<b>EXTREMELY GOOD</b>	<b>VERY GOOD</b>	<b>MODERATELY GOOD</b>	<b>SLIGHTLY GOOD</b>	<b>NOT AT ALL GOOD</b>	<b>TOTAL</b>
Friendliness	54.55% 6	18.18% 2	27.27% 3	0.00% 0	0.00% 0	11
Politeness	63.64% 7	18.18% 2	18.18% 2	0.00% 0	0.00% 0	11
Professionalism	63.64% 7	18.18% 2	9.09% 1	0.00% 0	9.09% 1	11
Assistance	54.55% 6	27.27% 3	0.00% 0	0.00% 0	18.18% 2	11
Responsiveness	63.64% 7	9.09% 1	0.00% 0	9.09% 1	18.18% 2	11
Communication	63.64% 7	0.00% 0	18.18% 2	9.09% 1	9.09% 1	11
Information provided	54.55% 6	18.18% 2	9.09% 1	9.09% 1	9.09% 1	11
Knowledge	54.55% 6	27.27% 3	9.09% 1	0.00% 0	9.09% 1	11
Listening	63.64% 7	18.18% 2	9.09% 1	0.00% 0	9.09% 1	11
Understanding	63.64% 7	18.18% 2	0.00% 0	0.00% 0	18.18% 2	11

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

Answered: 11 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	81.82%	9
No	9.09%	1
Prefer not to say	9.09%	1
Other (please specify)	9.09%	1
Total Respondents: 11		



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

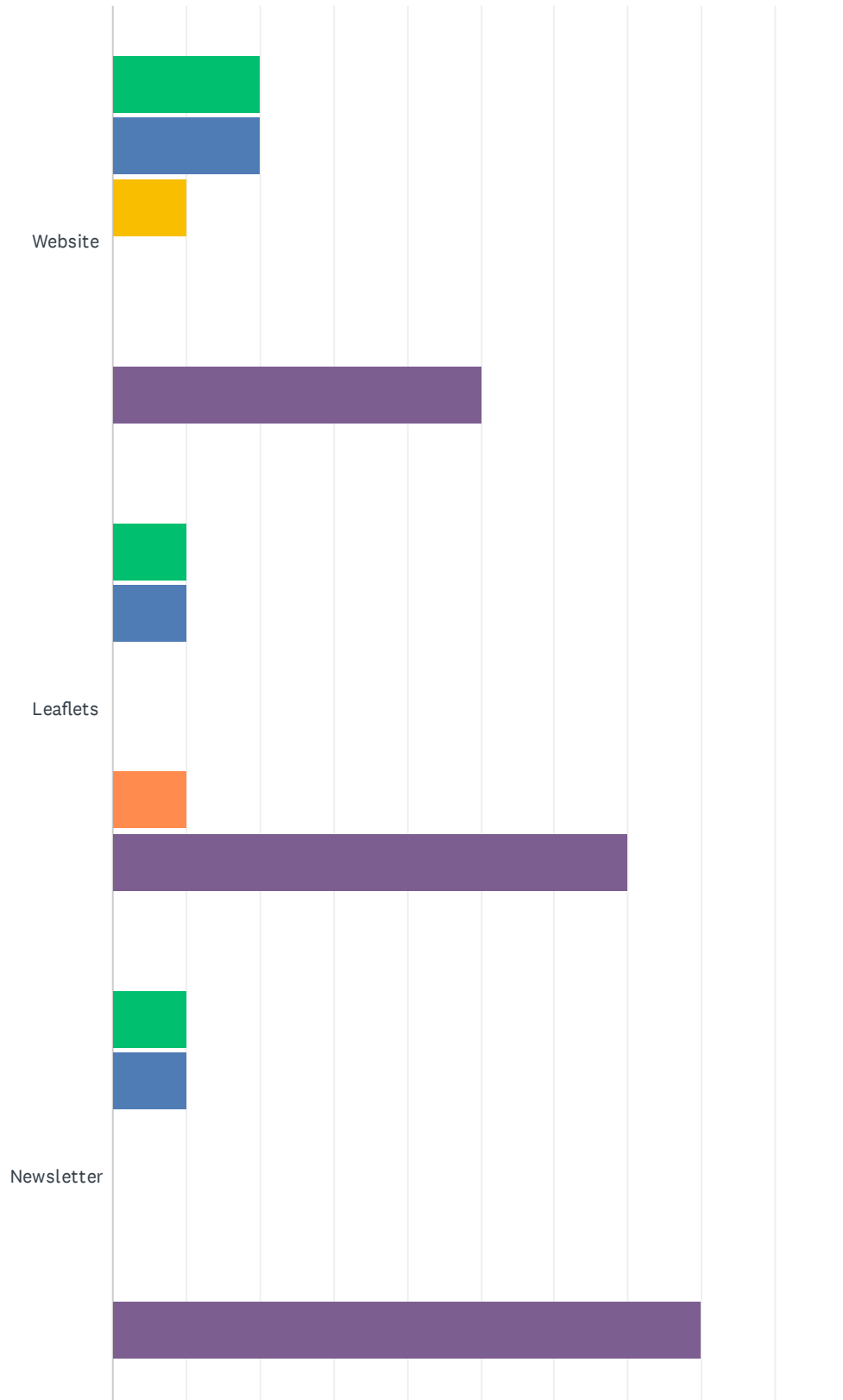
Answered: 11 Skipped: 4

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.

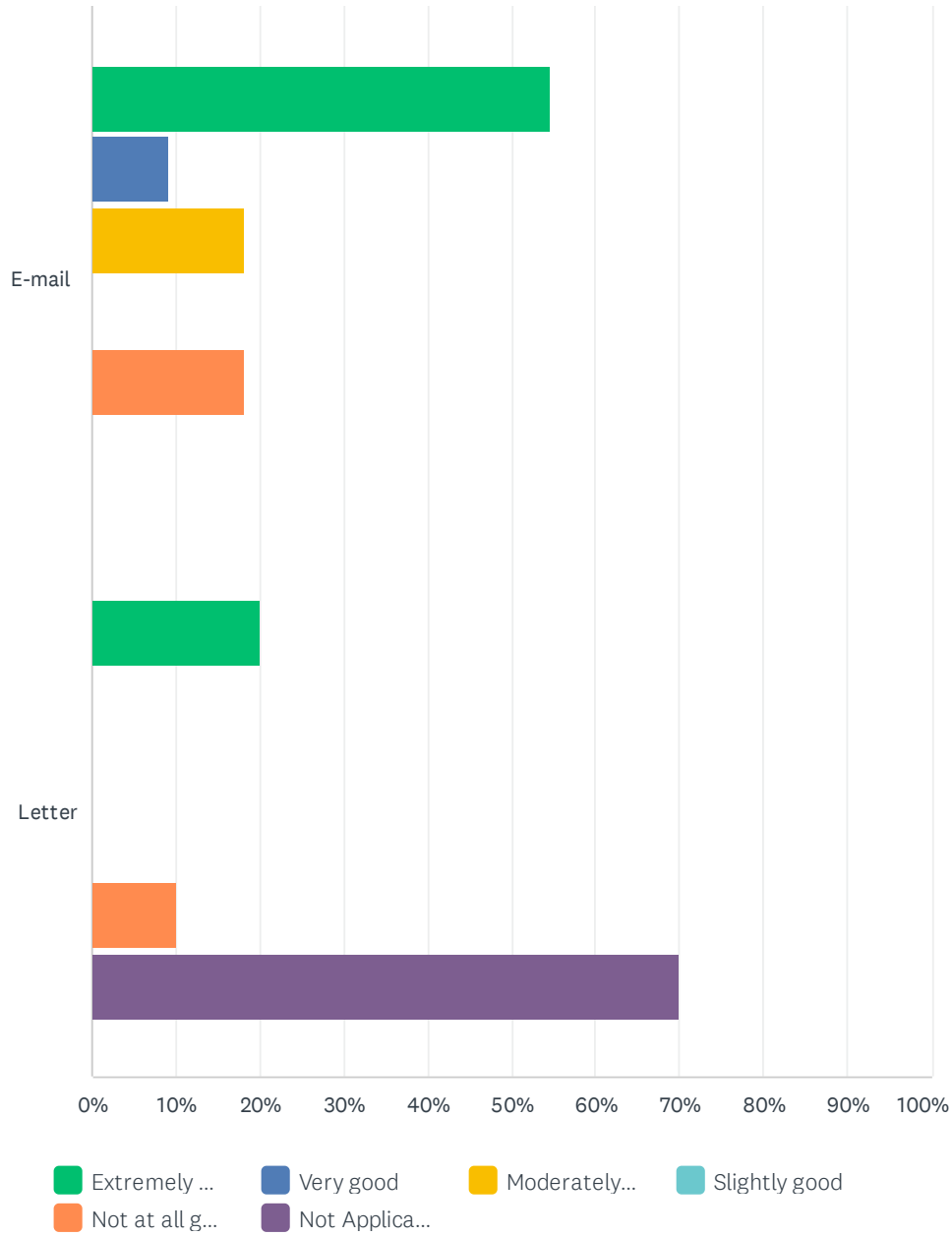
Answered: 11 Skipped: 4

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

Answered: 11 Skipped: 4



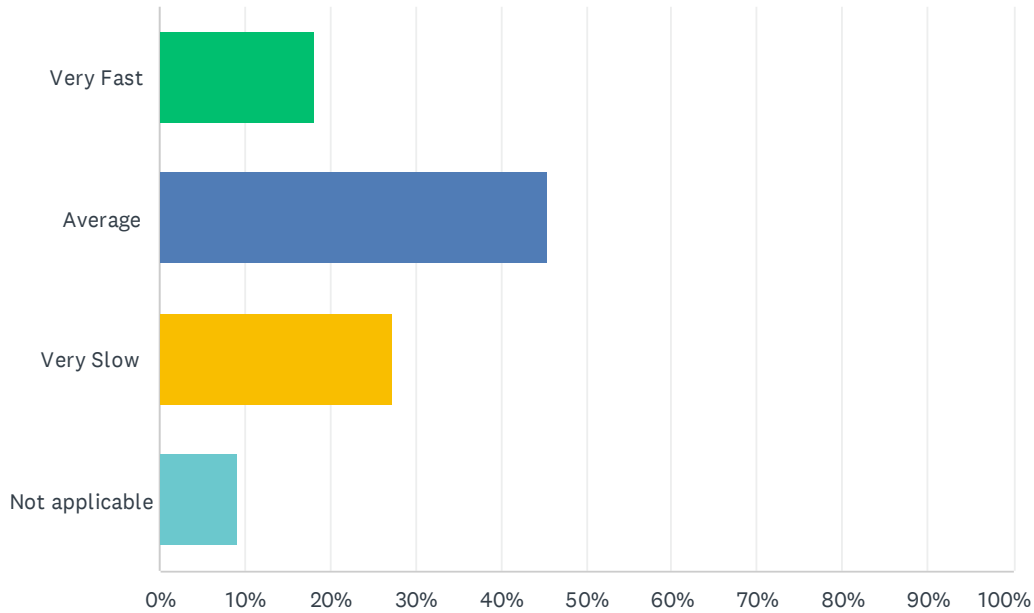
# UK International Consumer Centre - Customer Satisfaction Survey



	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	NOT APPLICABLE	TOTAL
Website	20.00% 2	20.00% 2	10.00% 1	0.00% 0	0.00% 0	50.00% 5	10
Leaflets	10.00% 1	10.00% 1	0.00% 0	0.00% 0	10.00% 1	70.00% 7	10
Newsletter	10.00% 1	10.00% 1	0.00% 0	0.00% 0	0.00% 0	80.00% 8	10
E-mail	54.55% 6	9.09% 1	18.18% 2	0.00% 0	18.18% 2	0.00% 0	11
Letter	20.00% 2	0.00% 0	0.00% 0	0.00% 0	10.00% 1	70.00% 7	10

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

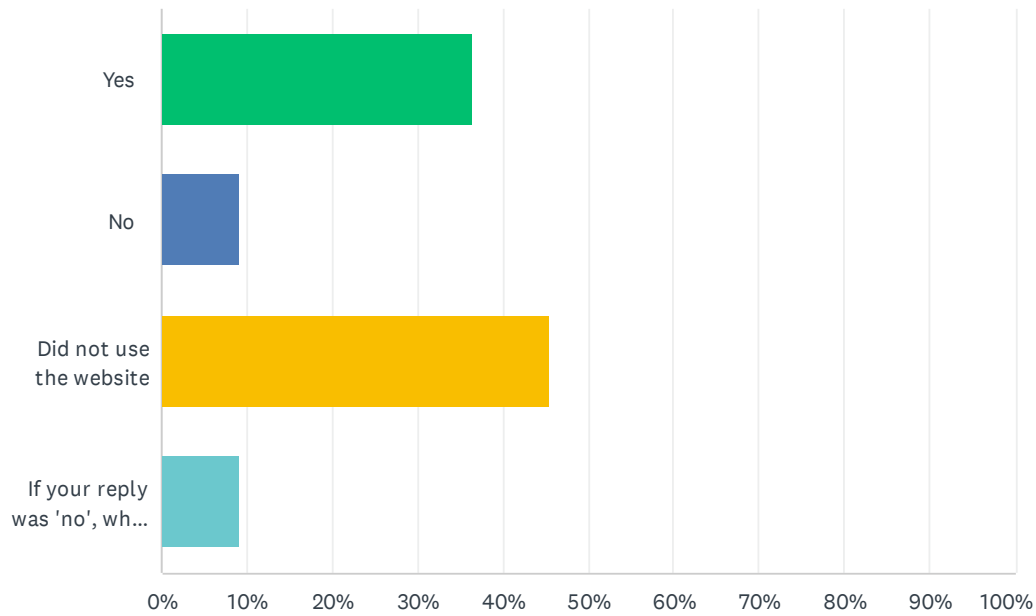
Answered: 11 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very Fast	18.18%	2
Average	45.45%	5
Very Slow	27.27%	3
Not applicable	9.09%	1
<b>TOTAL</b>		<b>11</b>

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

Answered: 11 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	36.36%	4
No	9.09%	1
Did not use the website	45.45%	5
If your reply was 'no', what improvements would you recommend?	9.09%	1
<b>TOTAL</b>		<b>11</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: 5 Skipped: 10

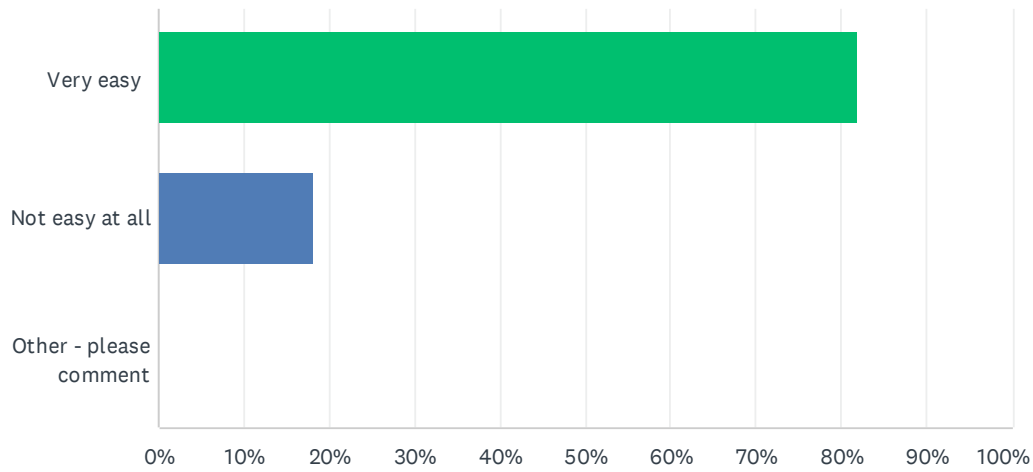
**Q17 Do you have any suggestions as to how we can improve on the service we provide?**

Answered: 4 Skipped: 11



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

Answered: 11 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very easy	81.82%	9
Not easy at all	18.18%	2
Other - please comment	0.00%	0
Total Respondents: 11		

**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: 5 Skipped: 10