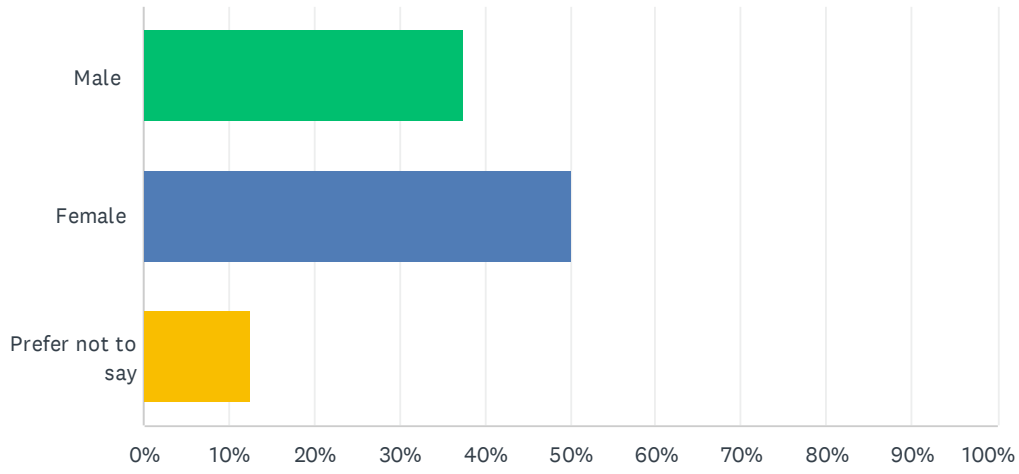


Q1 What is your Gender?

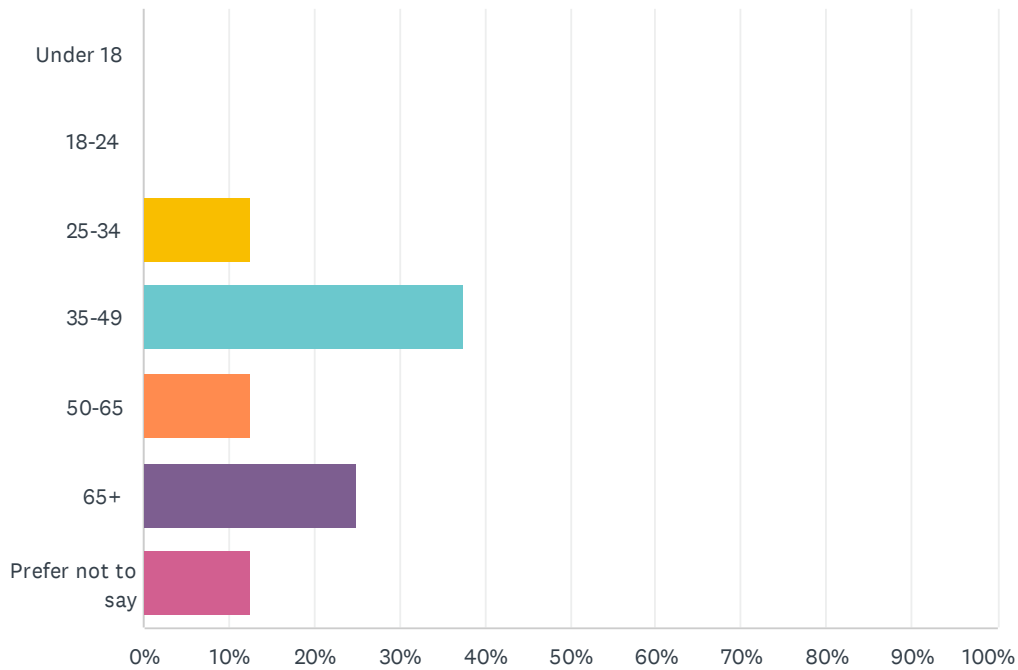
Answered: 8 Skipped: 0



ANSWER CHOICES	RESPONSES
Male	37.50% 3
Female	50.00% 4
Prefer not to say	12.50% 1
TOTAL	8

Q2 What is your age?

Answered: 8 Skipped: 0

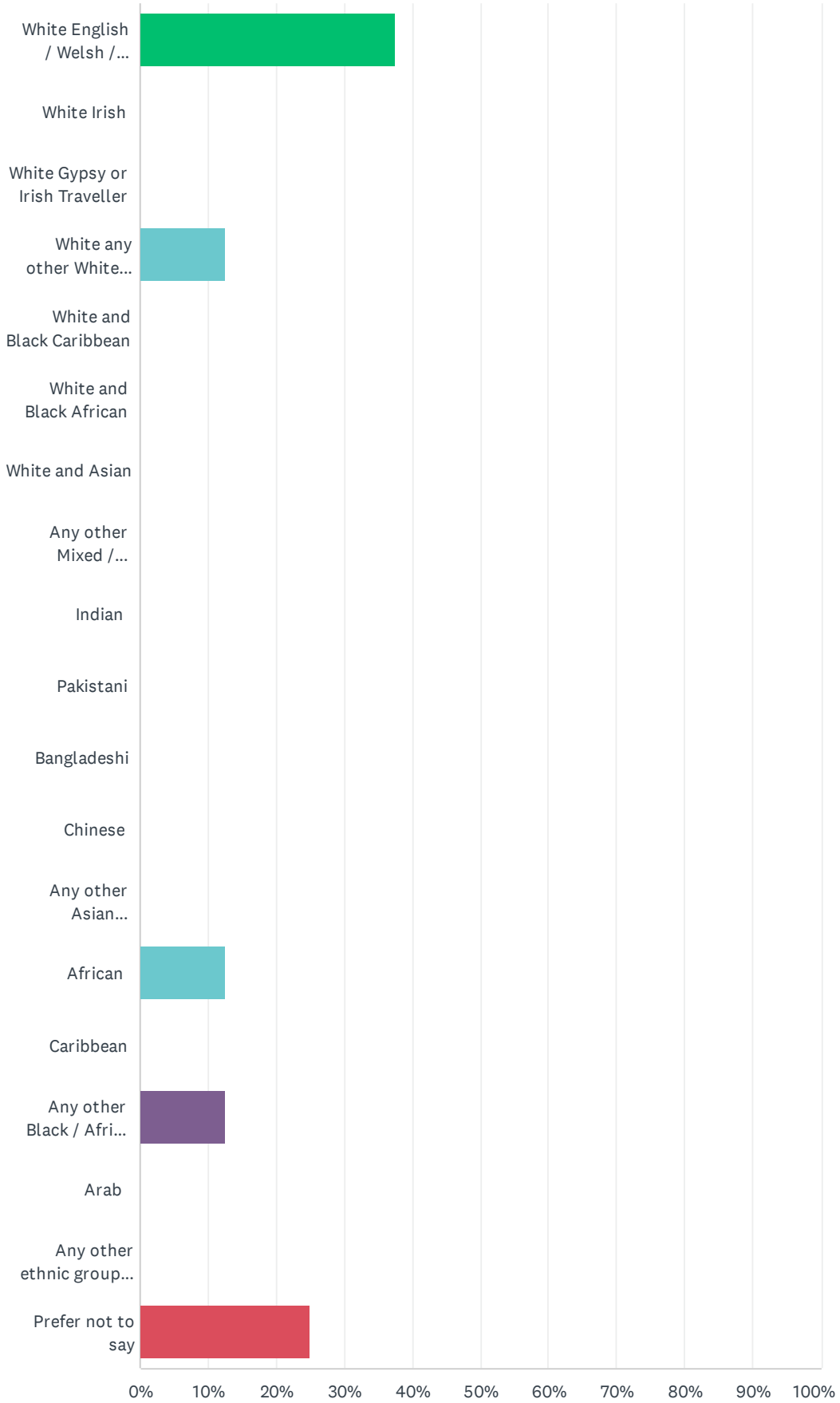


ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	0.00%	0
25-34	12.50%	1
35-49	37.50%	3
50-65	12.50%	1
65+	25.00%	2
Prefer not to say	12.50%	1
TOTAL		8

Q3 What is your ethnic group?

Answered: 8 Skipped: 0

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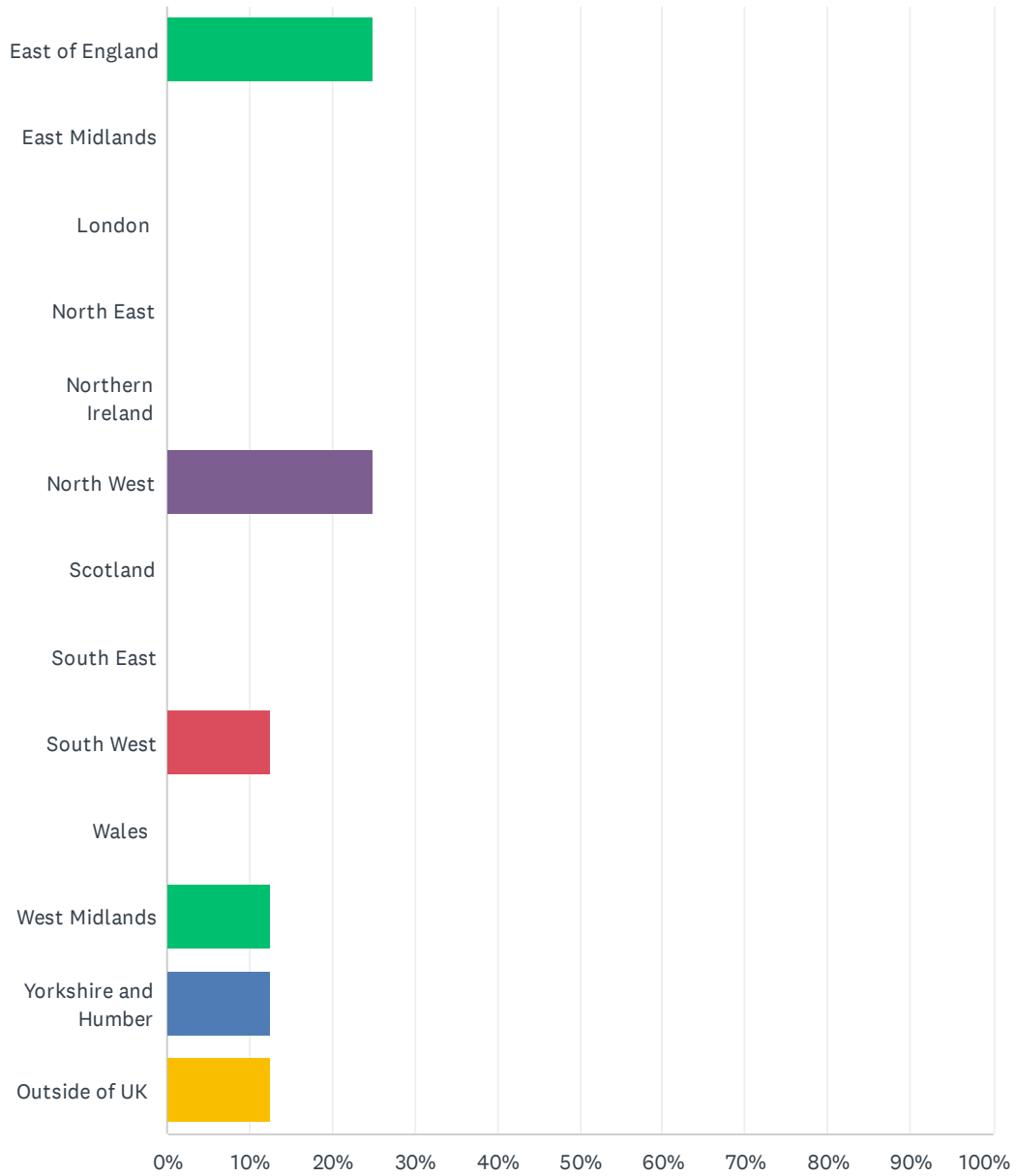


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ANSWER CHOICES	RESPONSES	
White English / Welsh / Scottish / Northern Irish / British	37.50%	3
White Irish	0.00%	0
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	12.50%	1
White and Black Caribbean	0.00%	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	12.50%	1
Caribbean	0.00%	0
Any other Black / African / Caribbean background, please describe below	12.50%	1
Arab	0.00%	0
Any other ethnic group, please describe below	0.00%	0
Prefer not to say	25.00%	2
Total Respondents: 8		

Q4 Which region do you live in?

Answered: 8 Skipped: 0

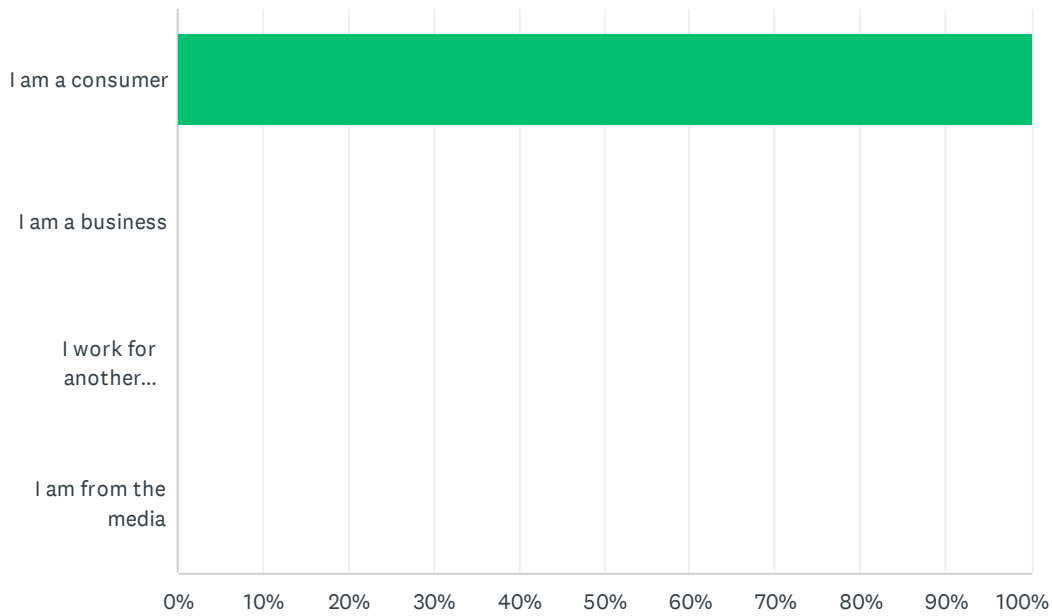


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ANSWER CHOICES	RESPONSES	
East of England	25.00%	2
East Midlands	0.00%	0
London	0.00%	0
North East	0.00%	0
Northern Ireland	0.00%	0
North West	25.00%	2
Scotland	0.00%	0
South East	0.00%	0
South West	12.50%	1
Wales	0.00%	0
West Midlands	12.50%	1
Yorkshire and Humber	12.50%	1
Outside of UK	12.50%	1
TOTAL		8

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

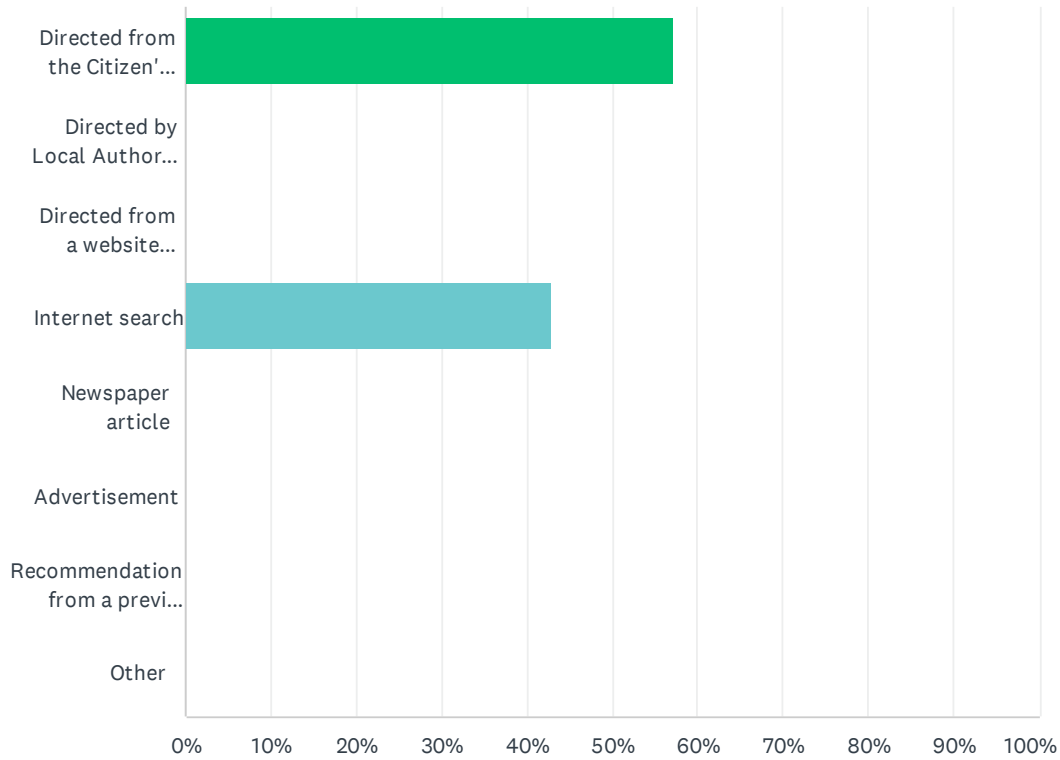
Answered: 8 Skipped: 0



ANSWER CHOICES	RESPONSES	
I am a consumer	100.00%	8
I am a business	0.00%	0
I work for another consumer body	0.00%	0
I am from the media	0.00%	0
TOTAL		8

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

Answered: 7 Skipped: 1



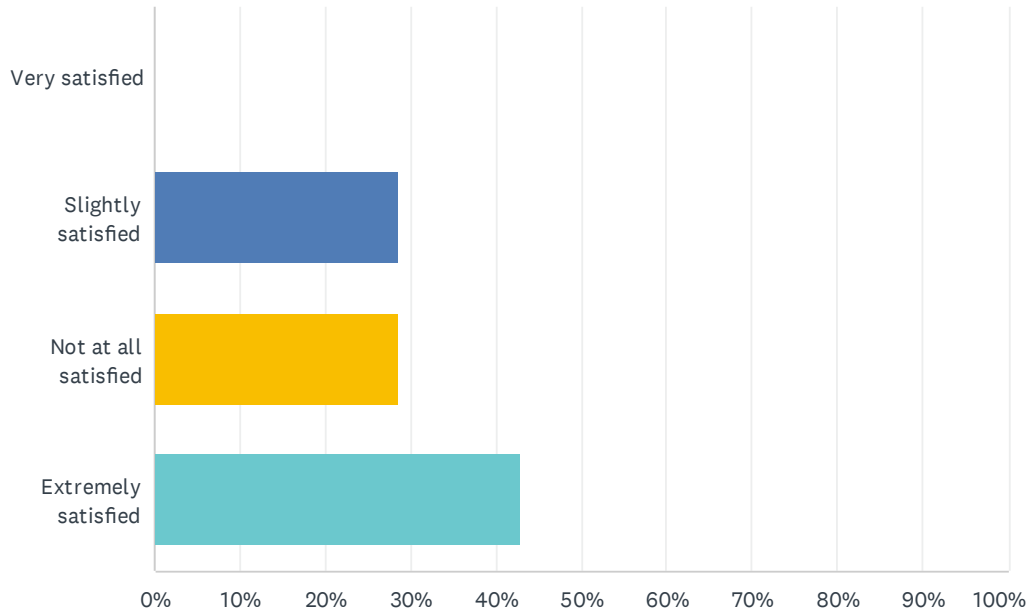
ANSWER CHOICES	RESPONSES	
Directed from the Citizen's Advice Consumer Service or other consumer body	57.14%	4
Directed by Local Authority or Local Council	0.00%	0
Directed from a website (other than our own)	0.00%	0
Internet search	42.86%	3
Newspaper article	0.00%	0
Advertisement	0.00%	0
Recommendation from a previous user	0.00%	0
Other	0.00%	0
TOTAL		7

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

Answered: 6 Skipped: 2

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

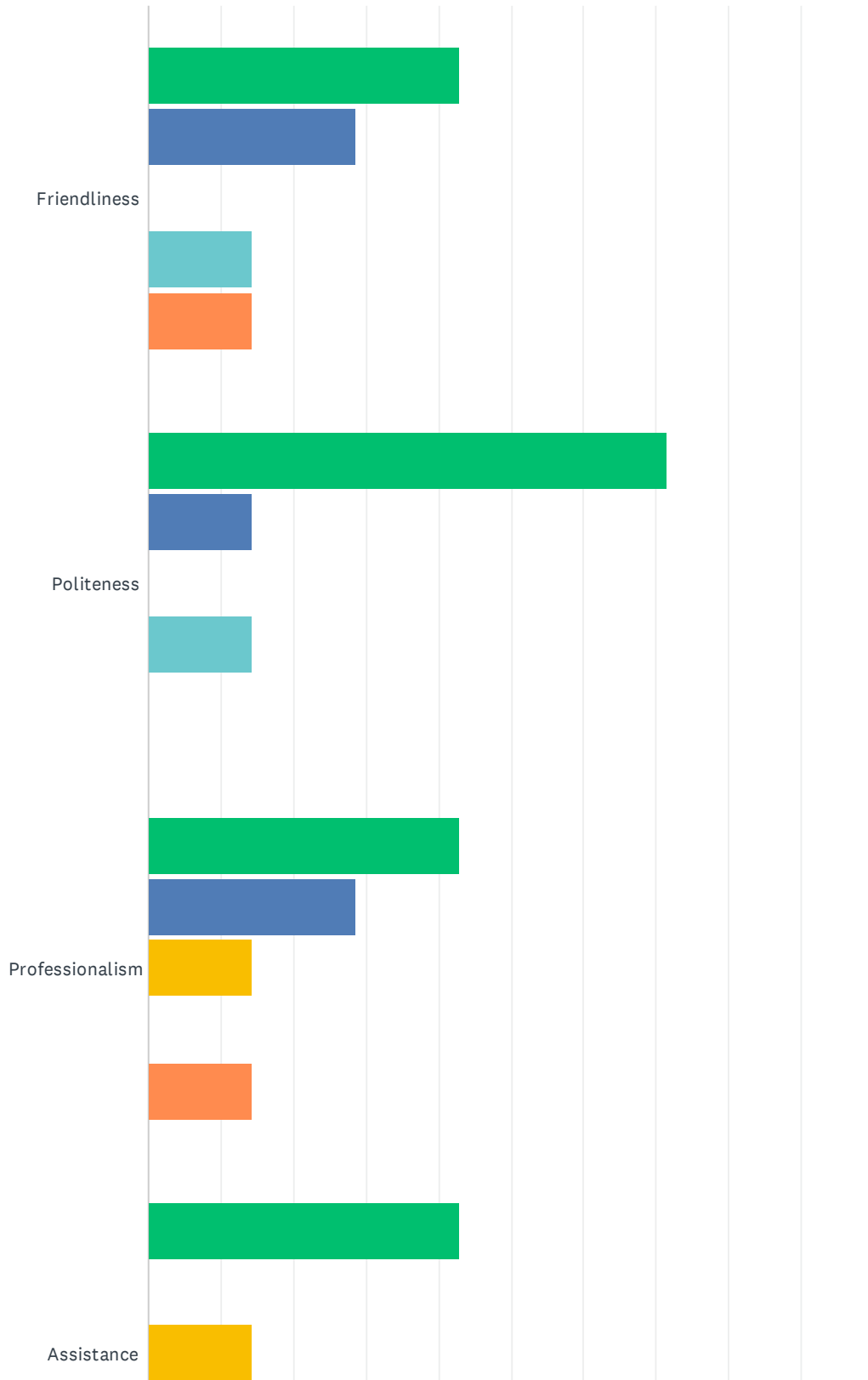
Answered: 7 Skipped: 1



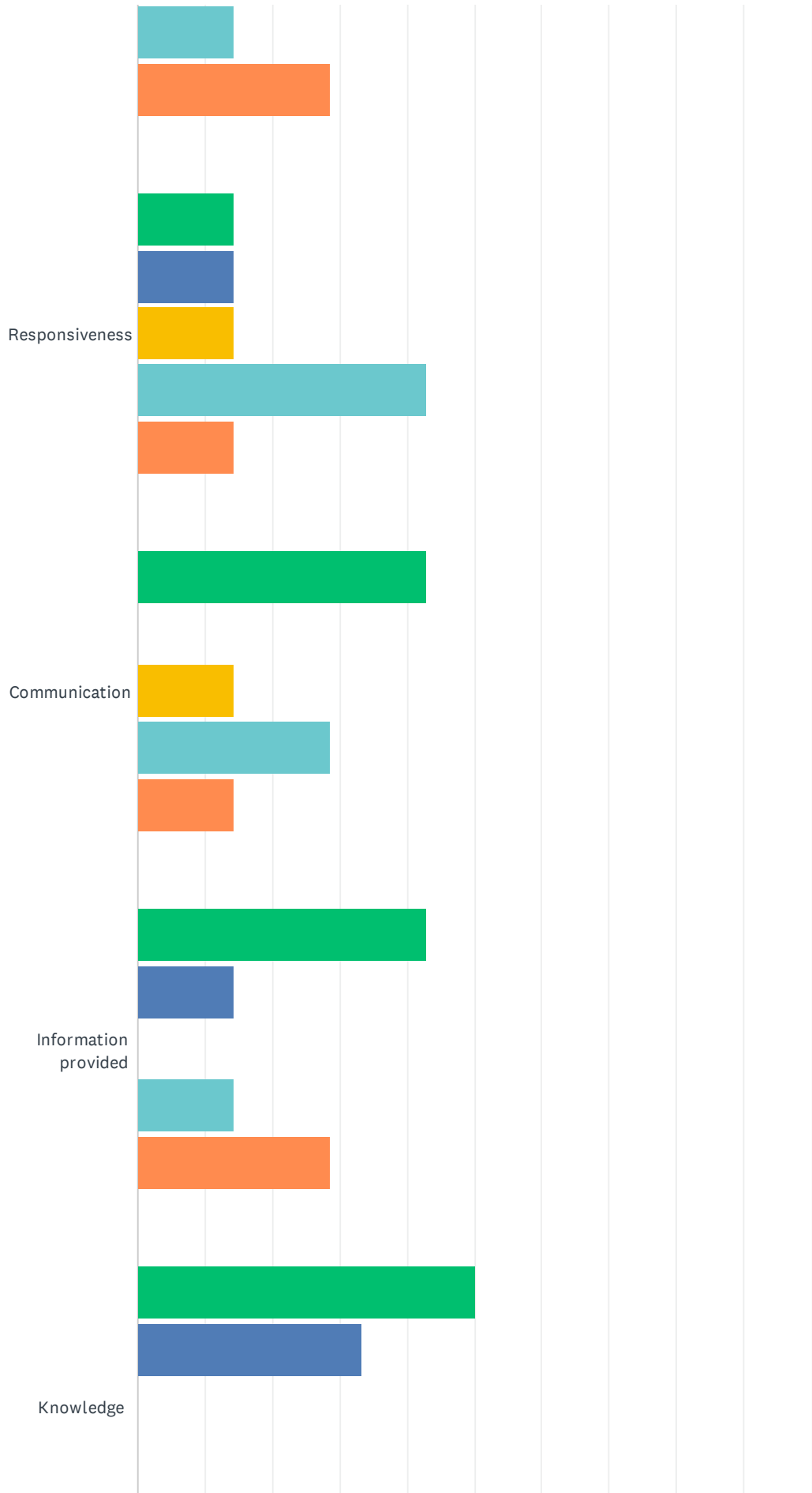
ANSWER CHOICES	RESPONSES	
Very satisfied	0.00%	0
Slightly satisfied	28.57%	2
Not at all satisfied	28.57%	2
Extremely satisfied	42.86%	3
TOTAL		7

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

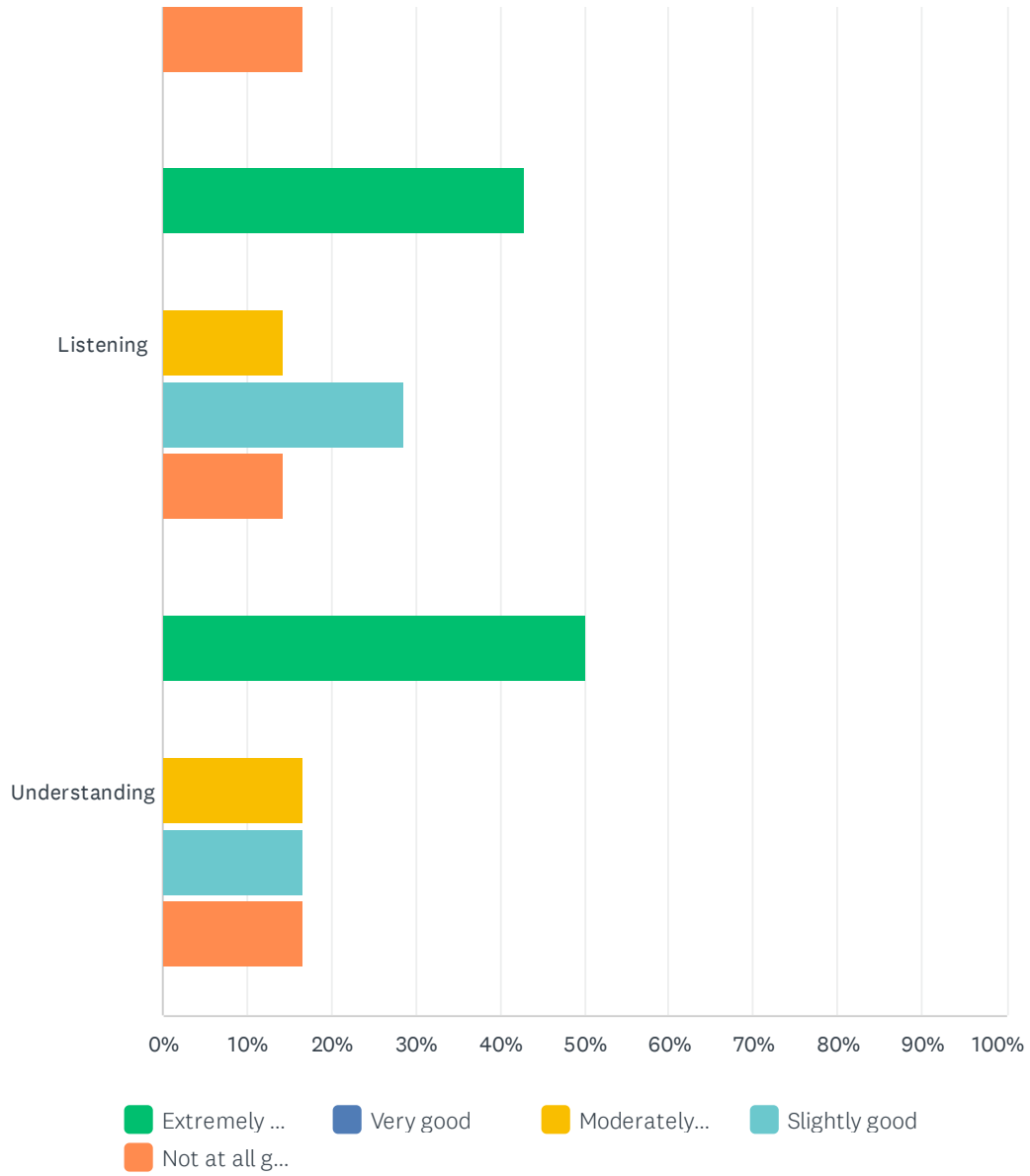
Answered: 7 Skipped: 1



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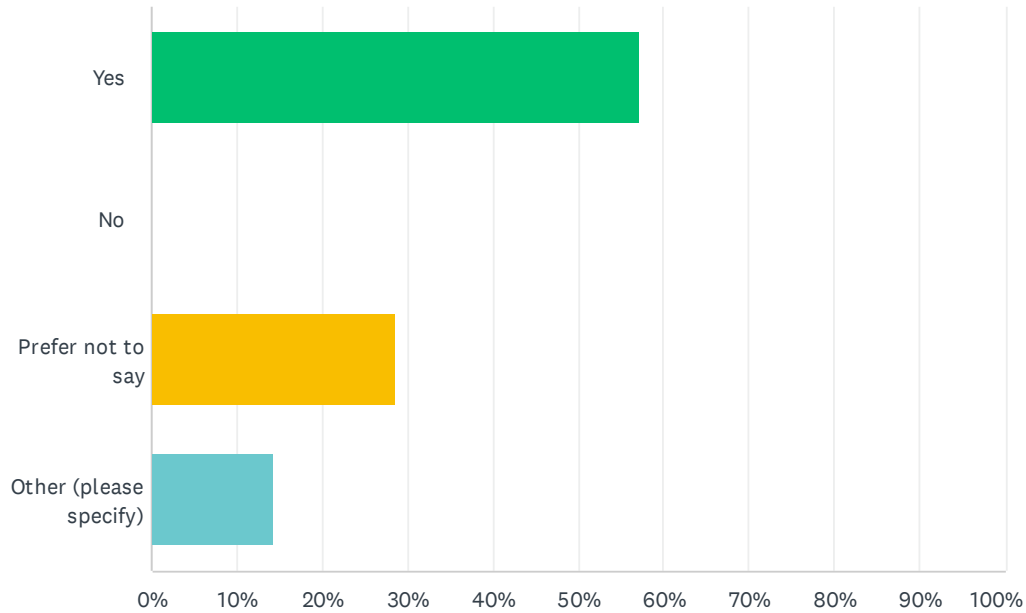


UK International Consumer Centre - Customer Satisfaction Survey

	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	TOTAL
Friendliness	42.86% 3	28.57% 2	0.00% 0	14.29% 1	14.29% 1	7
Politeness	71.43% 5	14.29% 1	0.00% 0	14.29% 1	0.00% 0	7
Professionalism	42.86% 3	28.57% 2	14.29% 1	0.00% 0	14.29% 1	7
Assistance	42.86% 3	0.00% 0	14.29% 1	14.29% 1	28.57% 2	7
Responsiveness	14.29% 1	14.29% 1	14.29% 1	42.86% 3	14.29% 1	7
Communication	42.86% 3	0.00% 0	14.29% 1	28.57% 2	14.29% 1	7
Information provided	42.86% 3	14.29% 1	0.00% 0	14.29% 1	28.57% 2	7
Knowledge	50.00% 3	33.33% 2	0.00% 0	0.00% 0	16.67% 1	6
Listening	42.86% 3	0.00% 0	14.29% 1	28.57% 2	14.29% 1	7
Understanding	50.00% 3	0.00% 0	16.67% 1	16.67% 1	16.67% 1	6

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

Answered: 7 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	57.14%	4
No	0.00%	0
Prefer not to say	28.57%	2
Other (please specify)	14.29%	1
Total Respondents: 7		

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

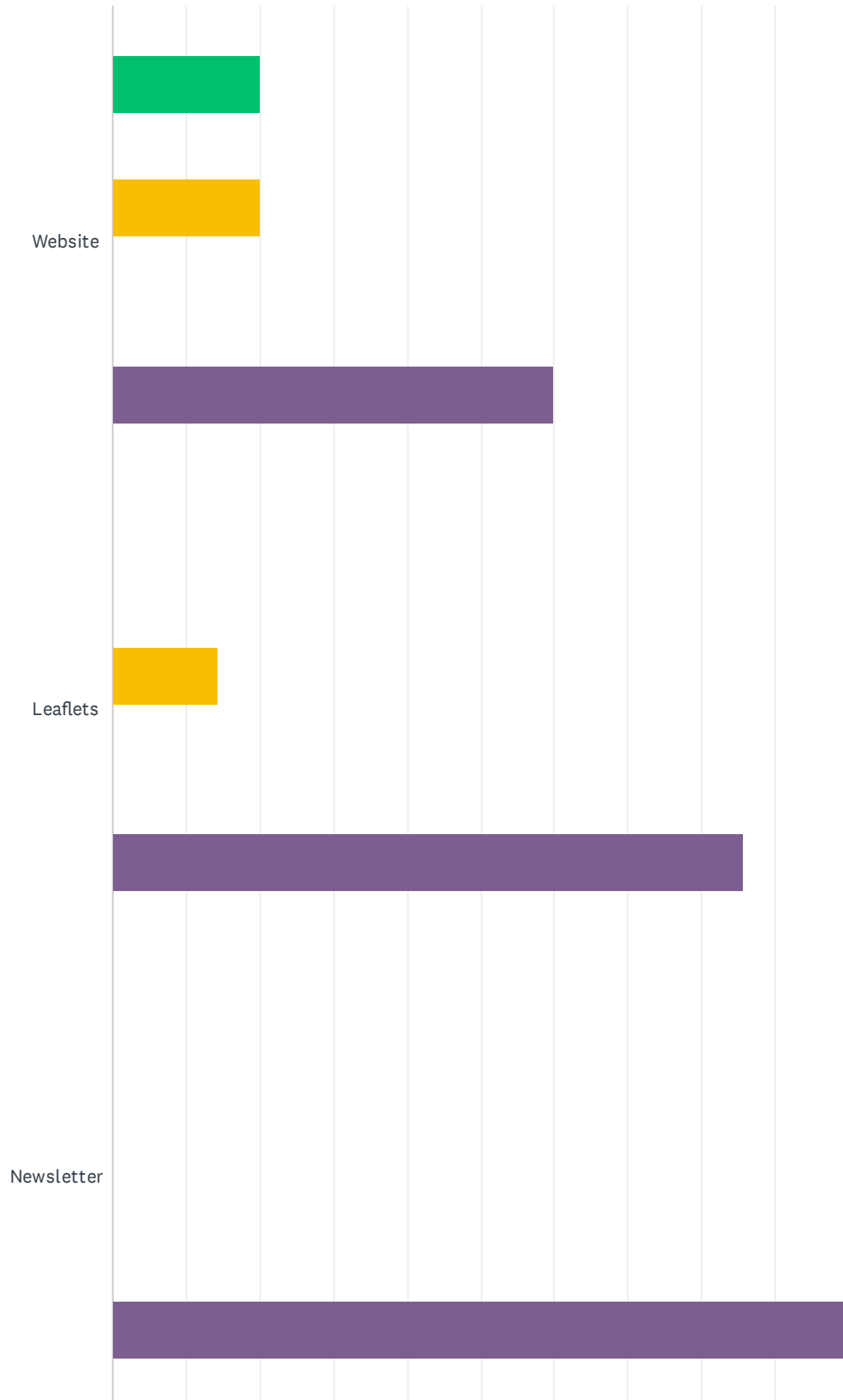
Answered: 7 Skipped: 1

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.

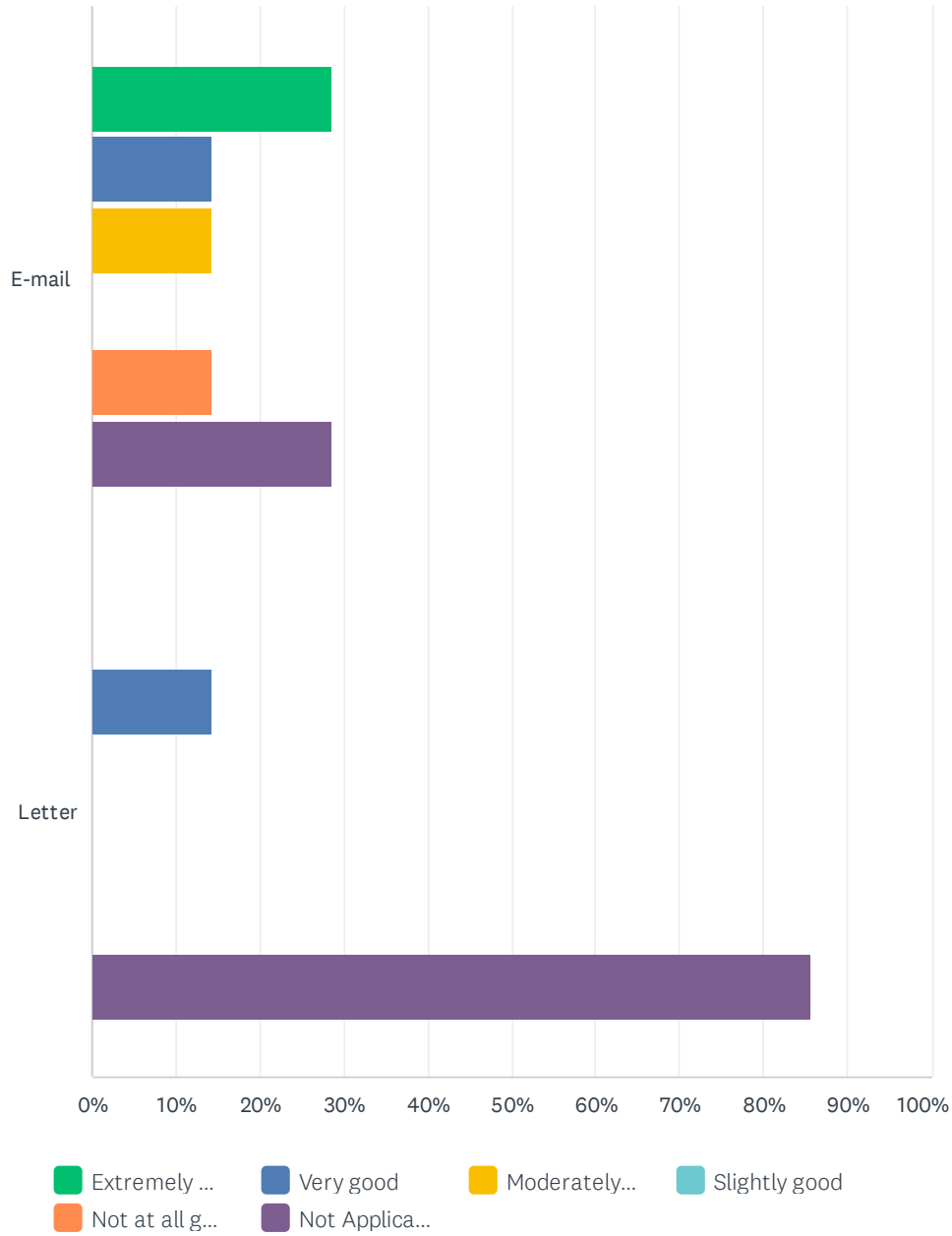
Answered: 7 Skipped: 1

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

Answered: 7 Skipped: 1



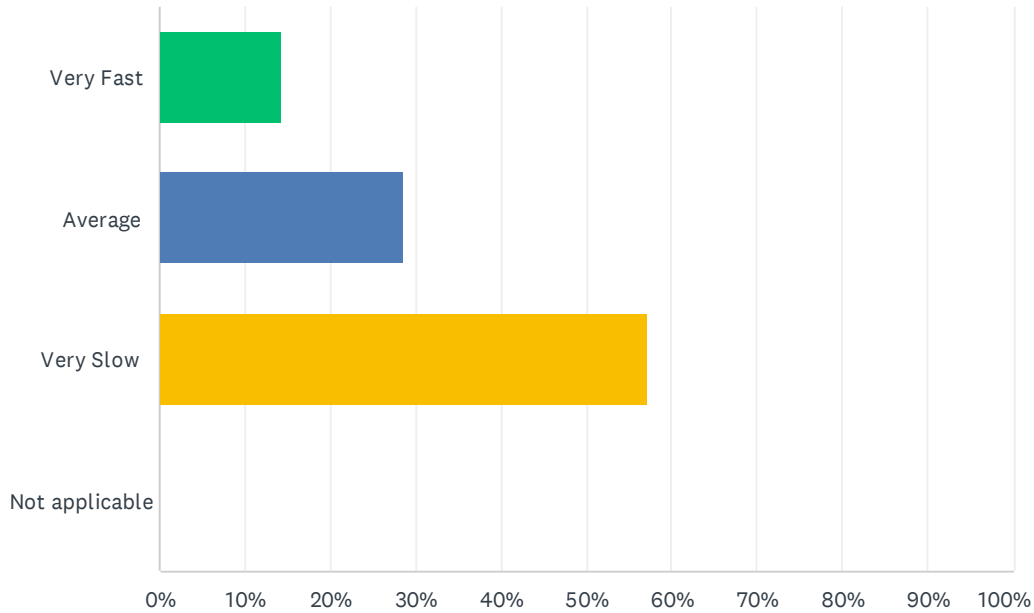
UK International Consumer Centre - Customer Satisfaction Survey



	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	NOT APPLICABLE	TOTAL
Website	20.00% 1	0.00% 0	20.00% 1	0.00% 0	0.00% 0	60.00% 3	5
Leaflets	0.00% 0	0.00% 0	14.29% 1	0.00% 0	0.00% 0	85.71% 6	7
Newsletter	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 7	7
E-mail	28.57% 2	14.29% 1	14.29% 1	0.00% 0	14.29% 1	28.57% 2	7
Letter	0.00% 0	14.29% 1	0.00% 0	0.00% 0	0.00% 0	85.71% 6	7

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

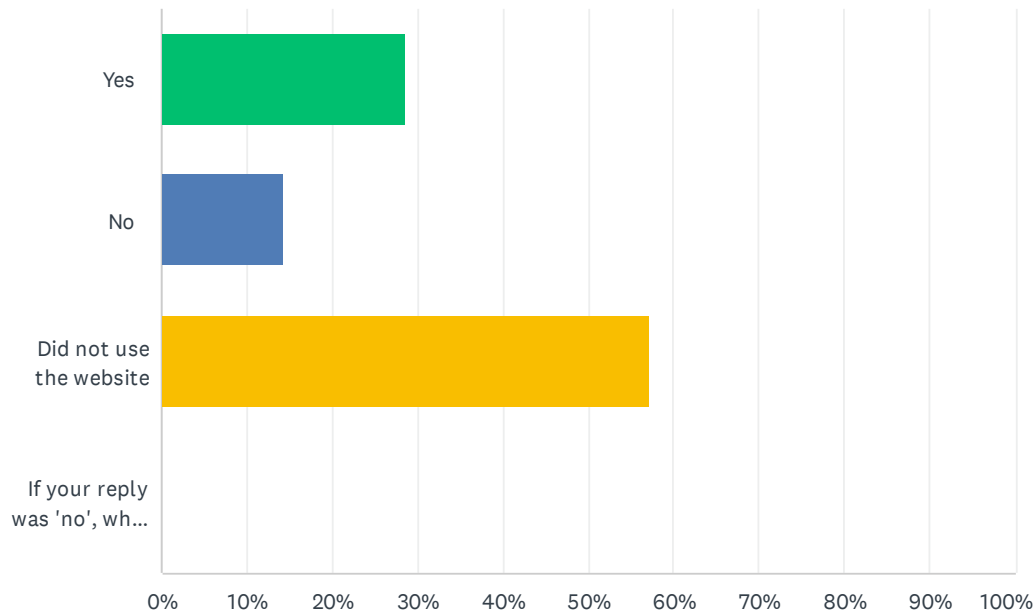
Answered: 7 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Fast	14.29%	1
Average	28.57%	2
Very Slow	57.14%	4
Not applicable	0.00%	0
TOTAL		7

Q15 Did you find our website easy to use?

Answered: 7 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	28.57%	2
No	14.29%	1
Did not use the website	57.14%	4
If your reply was 'no', what improvements would you recommend?	0.00%	0
TOTAL		7

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:

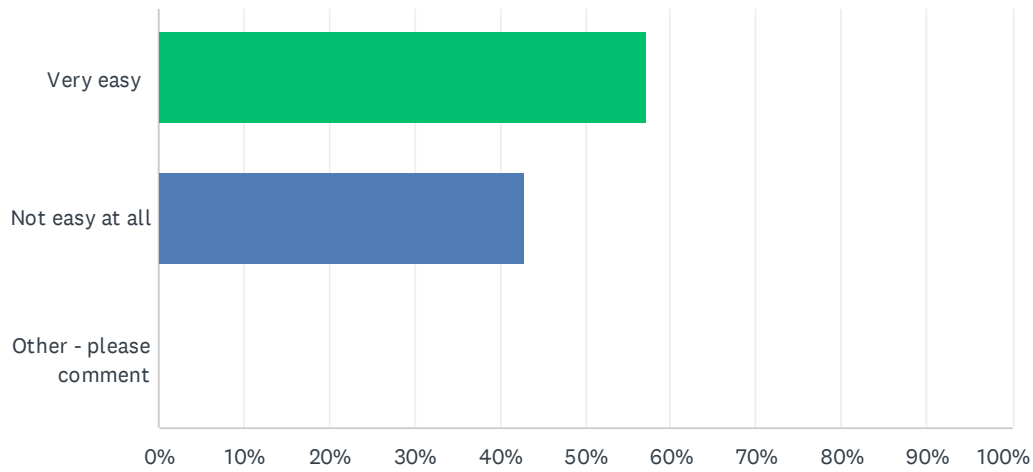
Answered: 7 Skipped: 1

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

Answered: 6 Skipped: 2

Q18 How easy was it for you to contact us?

Answered: 7 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very easy	57.14%	4
Not easy at all	42.86%	3
Other - please comment	0.00%	0
Total Respondents: 7		

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: 4 Skipped: 4