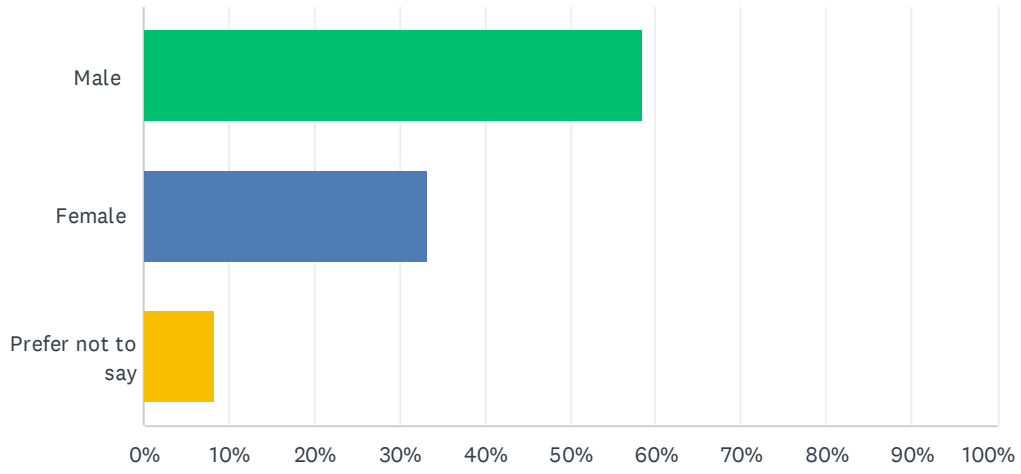


## Q1 What is your Gender?

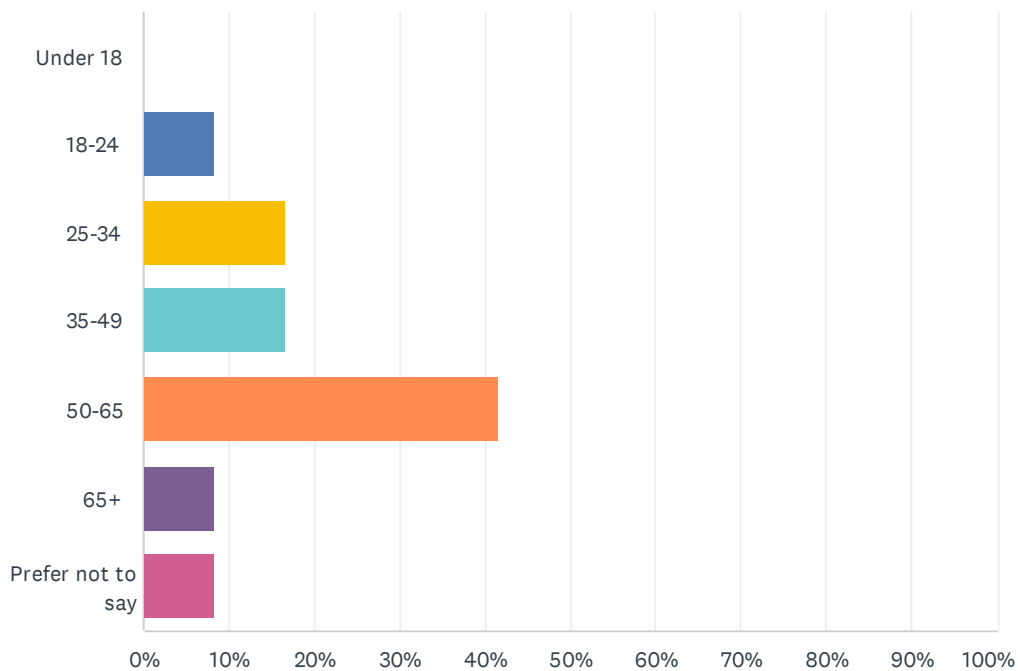
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES
Male	58.33% 7
Female	33.33% 4
Prefer not to say	8.33% 1
<b>TOTAL</b>	<b>12</b>

## Q2 What is your age?

Answered: 12 Skipped: 0

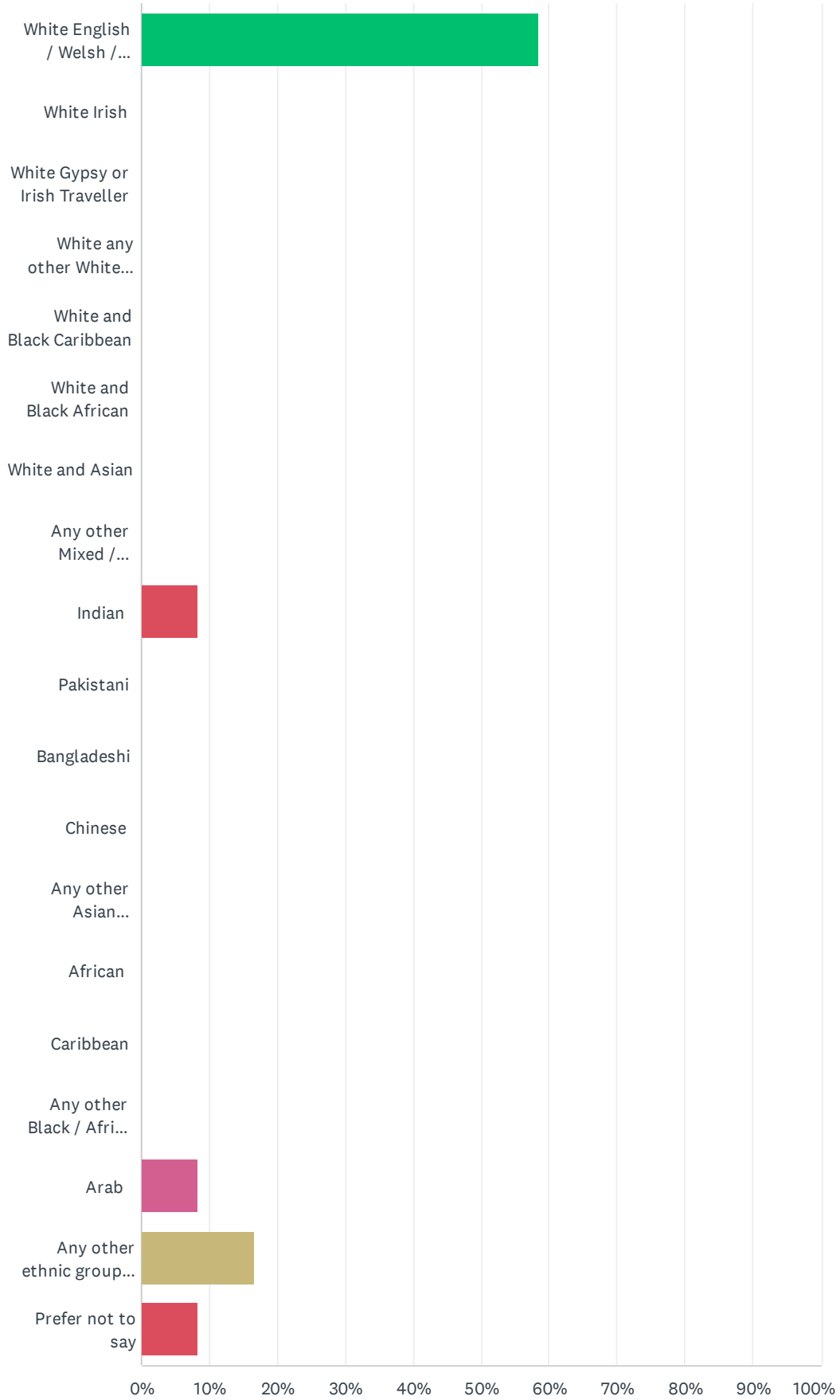


ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	8.33%	1
25-34	16.67%	2
35-49	16.67%	2
50-65	41.67%	5
65+	8.33%	1
Prefer not to say	8.33%	1
<b>TOTAL</b>		<b>12</b>

### Q3 What is your ethnic group?

Answered: 12 Skipped: 0

# UK International Consumer Centre - Customer Satisfaction Survey

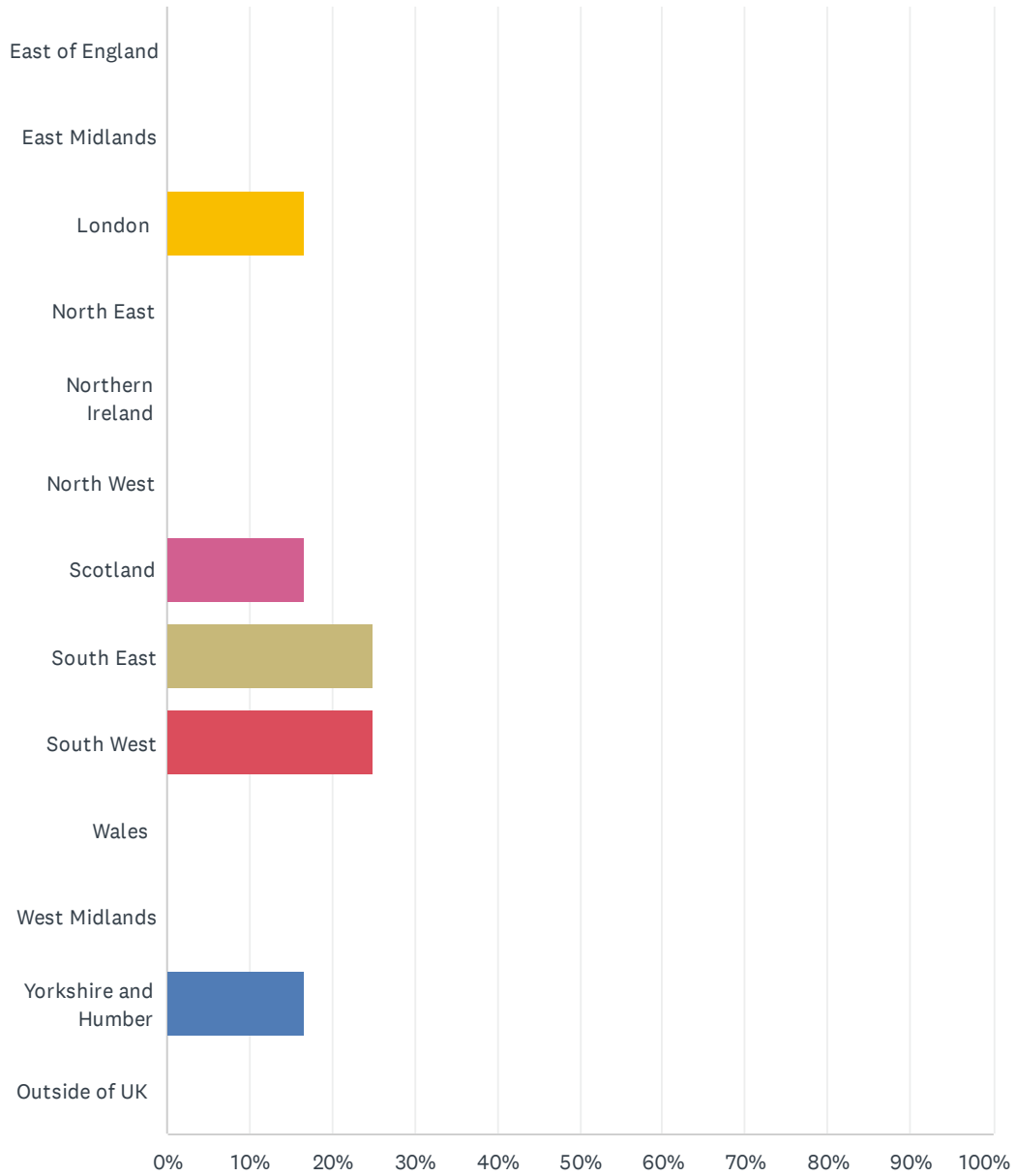


UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
White English / Welsh / Scottish / Northern Irish / British	58.33%	7
White Irish	0.00%	0
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	0.00%	0
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	8.33%	1
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	8.33%	1
Any other ethnic group, please describe below	16.67%	2
Prefer not to say	8.33%	1
Total Respondents: 12		

## Q4 Which region do you live in?

Answered: 12 Skipped: 0

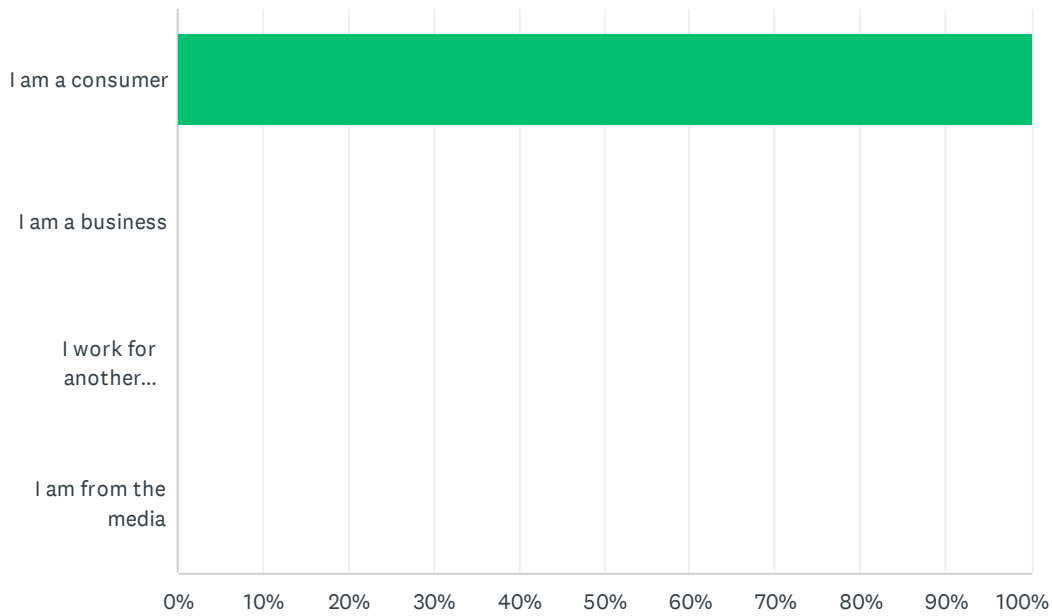


## UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
East of England	0.00%	0
East Midlands	0.00%	0
London	16.67%	2
North East	0.00%	0
Northern Ireland	0.00%	0
North West	0.00%	0
Scotland	16.67%	2
South East	25.00%	3
South West	25.00%	3
Wales	0.00%	0
West Midlands	0.00%	0
Yorkshire and Humber	16.67%	2
Outside of UK	0.00%	0
<b>TOTAL</b>		<b>12</b>

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

Answered: 12 Skipped: 0

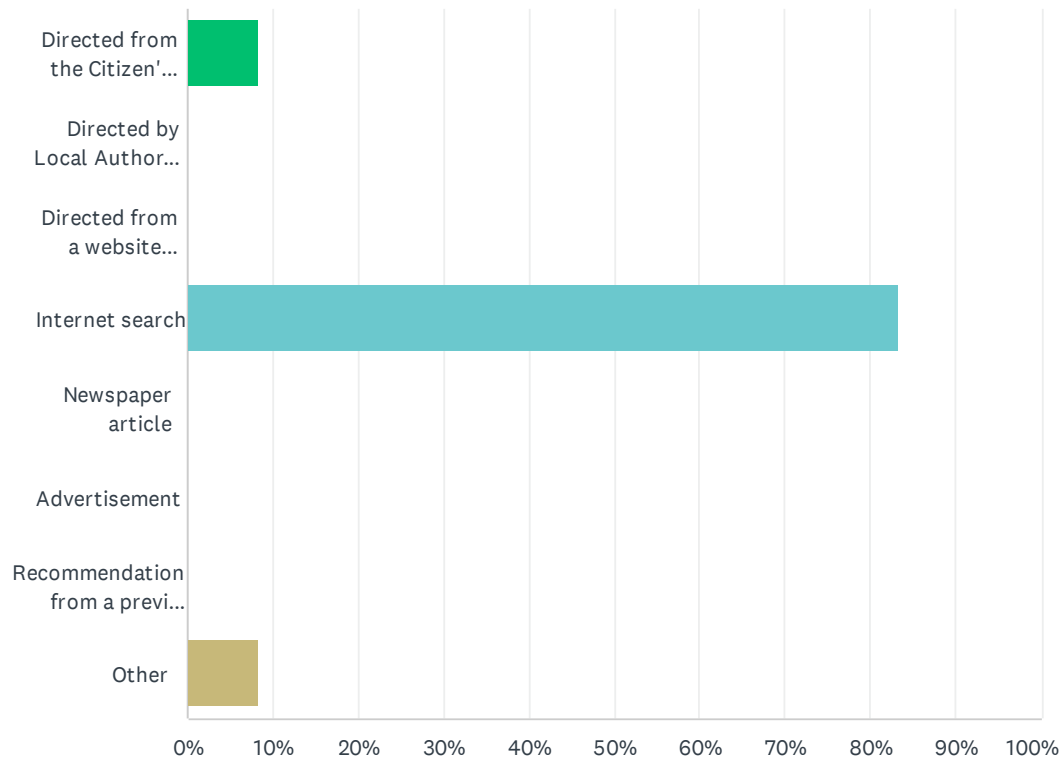


ANSWER CHOICES	RESPONSES	
I am a consumer	100.00%	12
I am a business	0.00%	0
I work for another consumer body	0.00%	0
I am from the media	0.00%	0
<b>TOTAL</b>		<b>12</b>



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

Answered: 12 Skipped: 0



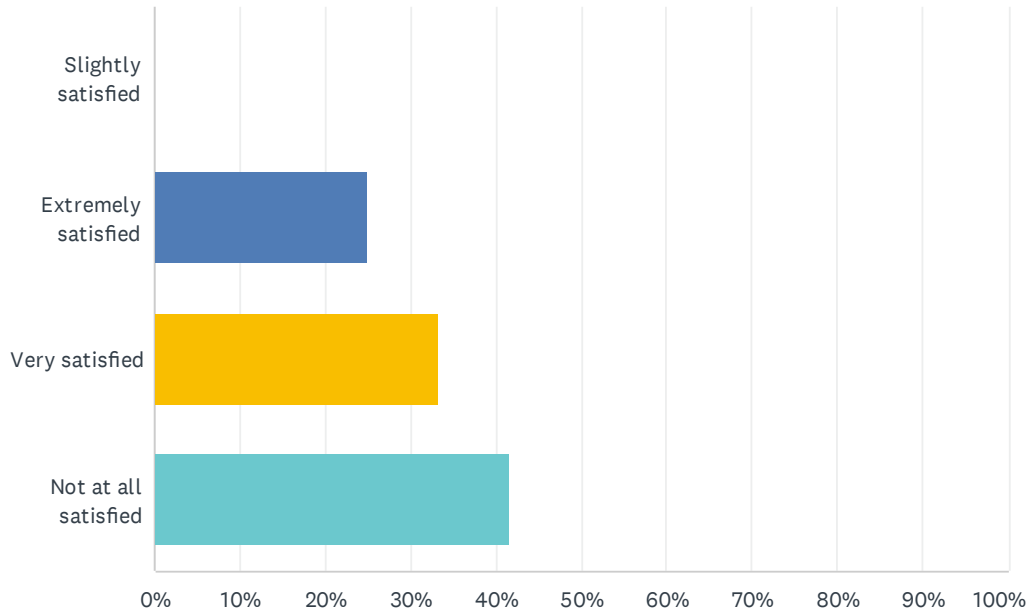
ANSWER CHOICES	RESPONSES	
Directed from the Citizen's Advice Consumer Service or other consumer body	8.33%	1
Directed by Local Authority or Local Council	0.00%	0
Directed from a website (other than our own)	0.00%	0
Internet search	83.33%	10
Newspaper article	0.00%	0
Advertisement	0.00%	0
Recommendation from a previous user	0.00%	0
Other	8.33%	1
<b>TOTAL</b>		<b>12</b>

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

Answered: 11 Skipped: 1

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

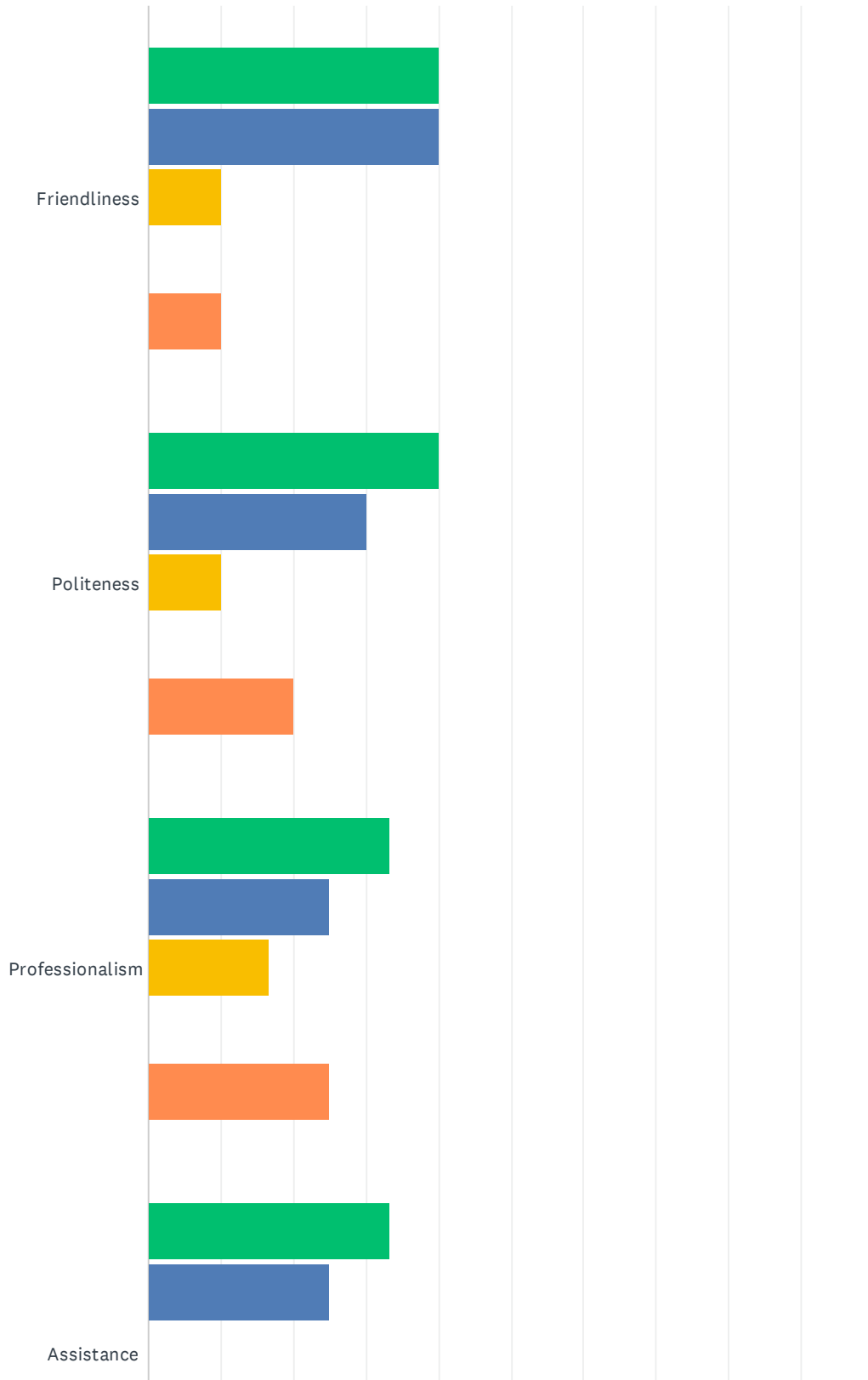
Answered: 12 Skipped: 0



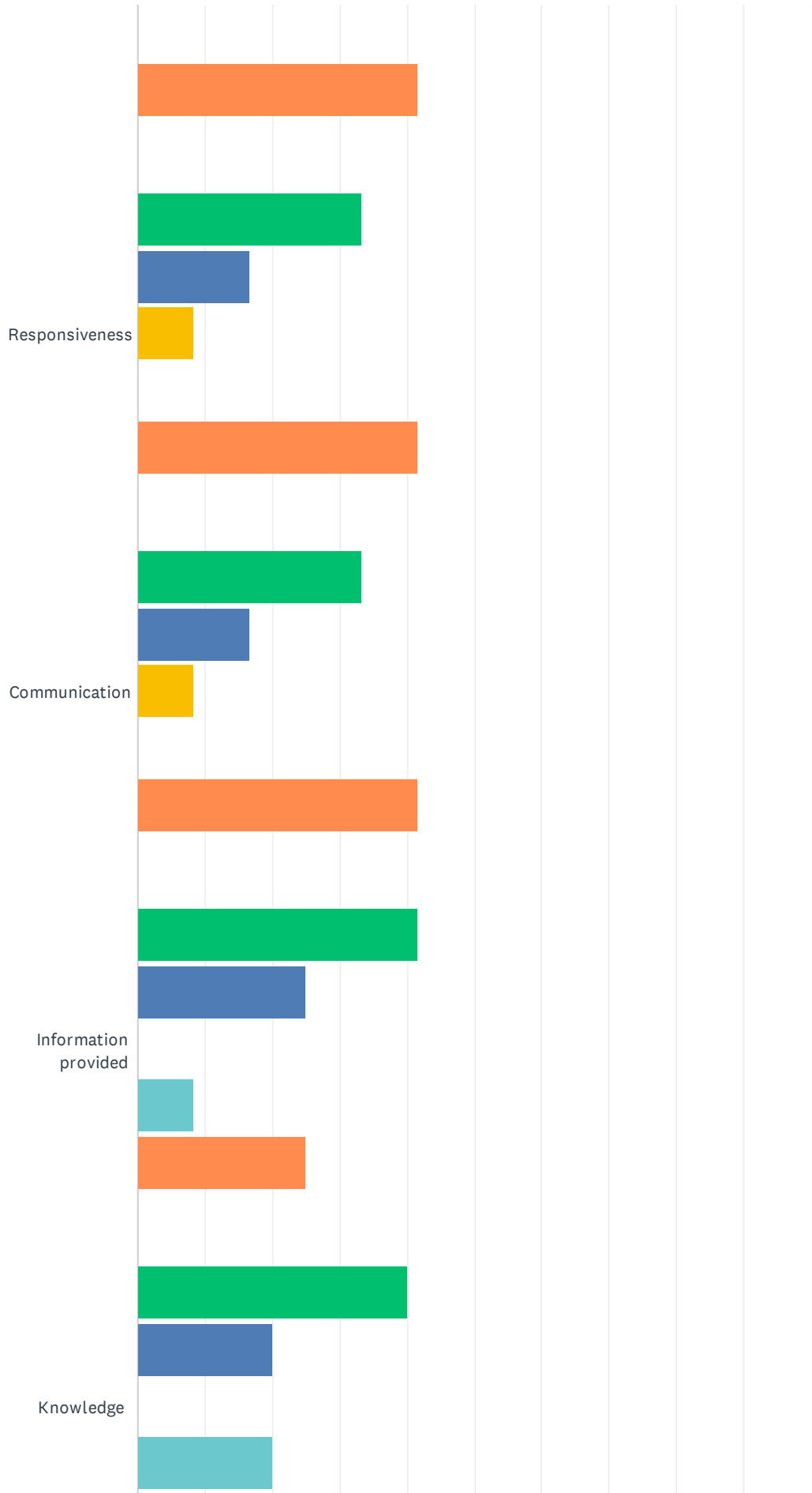
ANSWER CHOICES	RESPONSES	
Slightly satisfied	0.00%	0
Extremely satisfied	25.00%	3
Very satisfied	33.33%	4
Not at all satisfied	41.67%	5
<b>TOTAL</b>		<b>12</b>

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

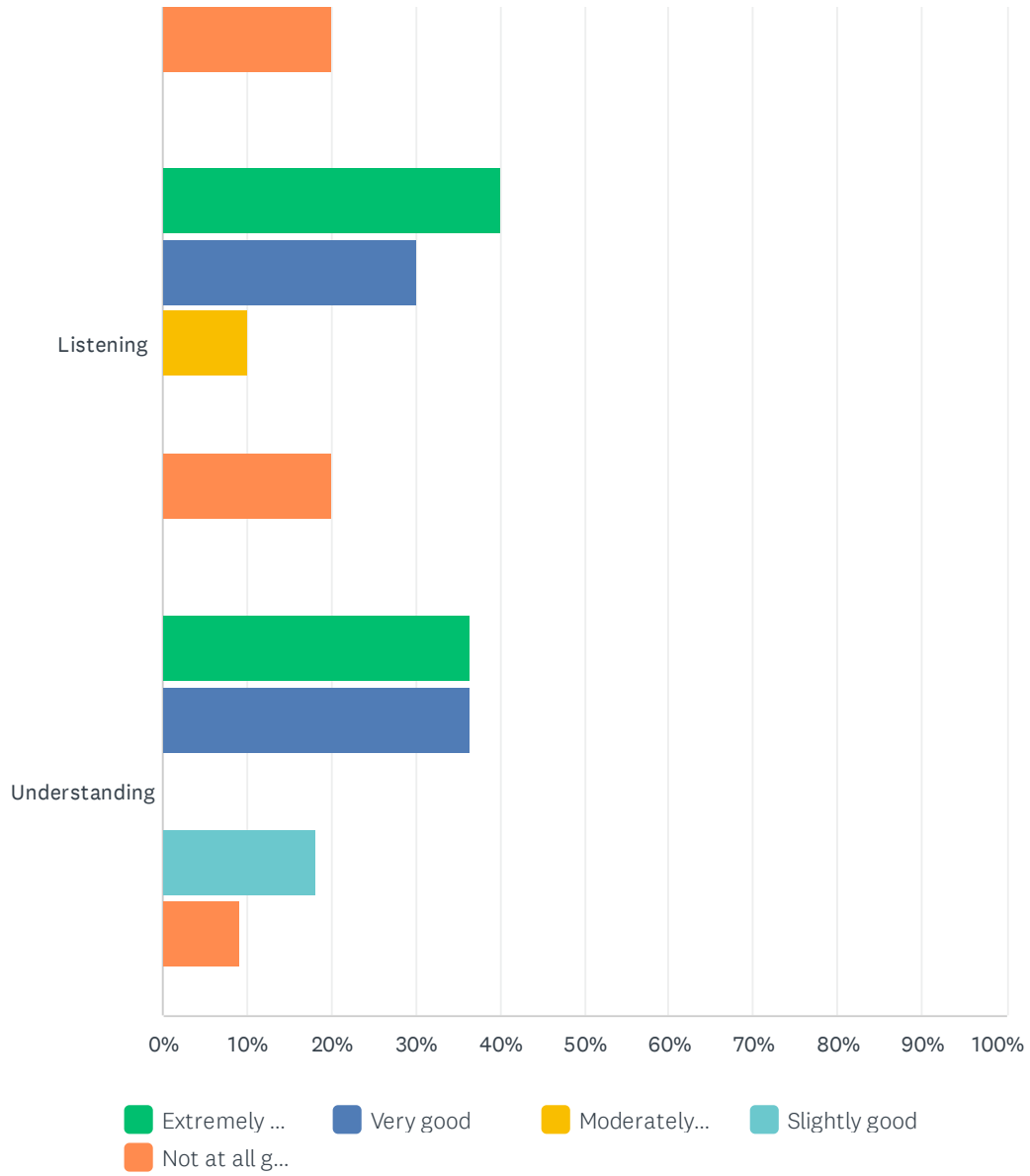
Answered: 12 Skipped: 0



# UK International Consumer Centre - Customer Satisfaction Survey



# UK International Consumer Centre - Customer Satisfaction Survey

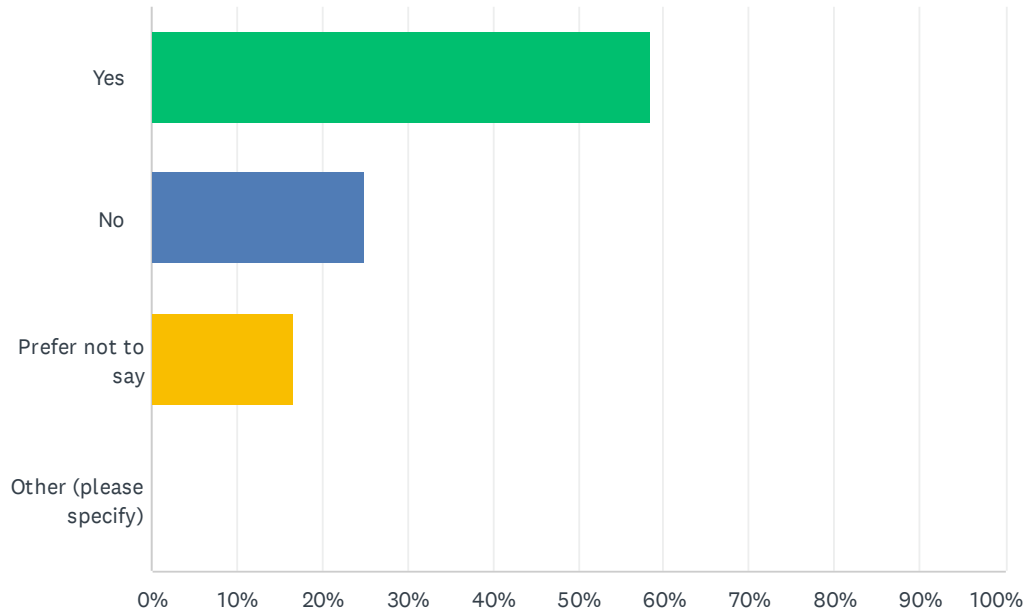


UK International Consumer Centre - Customer Satisfaction Survey

	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	TOTAL
Friendliness	40.00% 4	40.00% 4	10.00% 1	0.00% 0	10.00% 1	10
Politeness	40.00% 4	30.00% 3	10.00% 1	0.00% 0	20.00% 2	10
Professionalism	33.33% 4	25.00% 3	16.67% 2	0.00% 0	25.00% 3	12
Assistance	33.33% 4	25.00% 3	0.00% 0	0.00% 0	41.67% 5	12
Responsiveness	33.33% 4	16.67% 2	8.33% 1	0.00% 0	41.67% 5	12
Communication	33.33% 4	16.67% 2	8.33% 1	0.00% 0	41.67% 5	12
Information provided	41.67% 5	25.00% 3	0.00% 0	8.33% 1	25.00% 3	12
Knowledge	40.00% 4	20.00% 2	0.00% 0	20.00% 2	20.00% 2	10
Listening	40.00% 4	30.00% 3	10.00% 1	0.00% 0	20.00% 2	10
Understanding	36.36% 4	36.36% 4	0.00% 0	18.18% 2	9.09% 1	11

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

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	58.33%	7
No	25.00%	3
Prefer not to say	16.67%	2
Other (please specify)	0.00%	0
Total Respondents: 12		



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

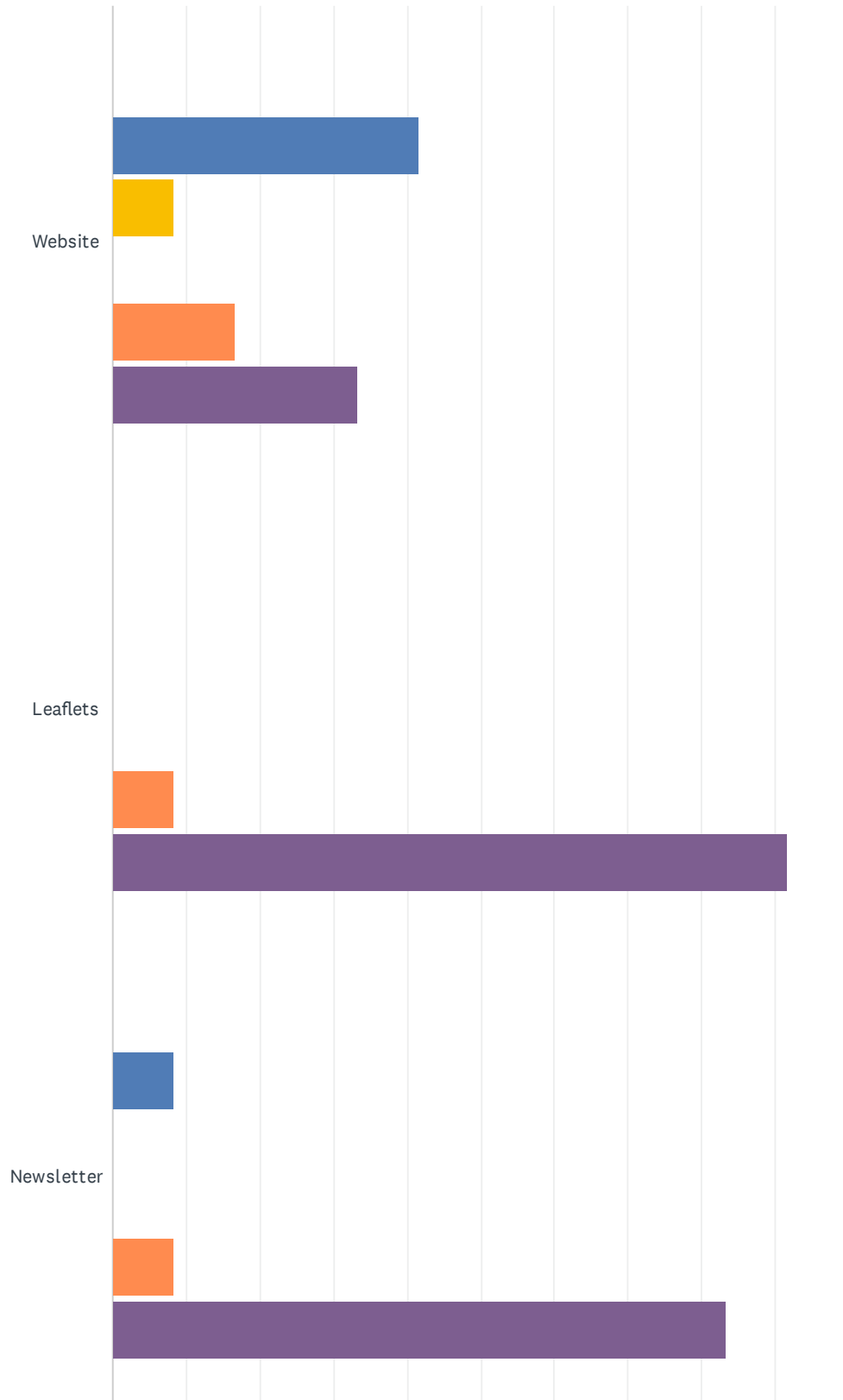
Answered: 12 Skipped: 0

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.

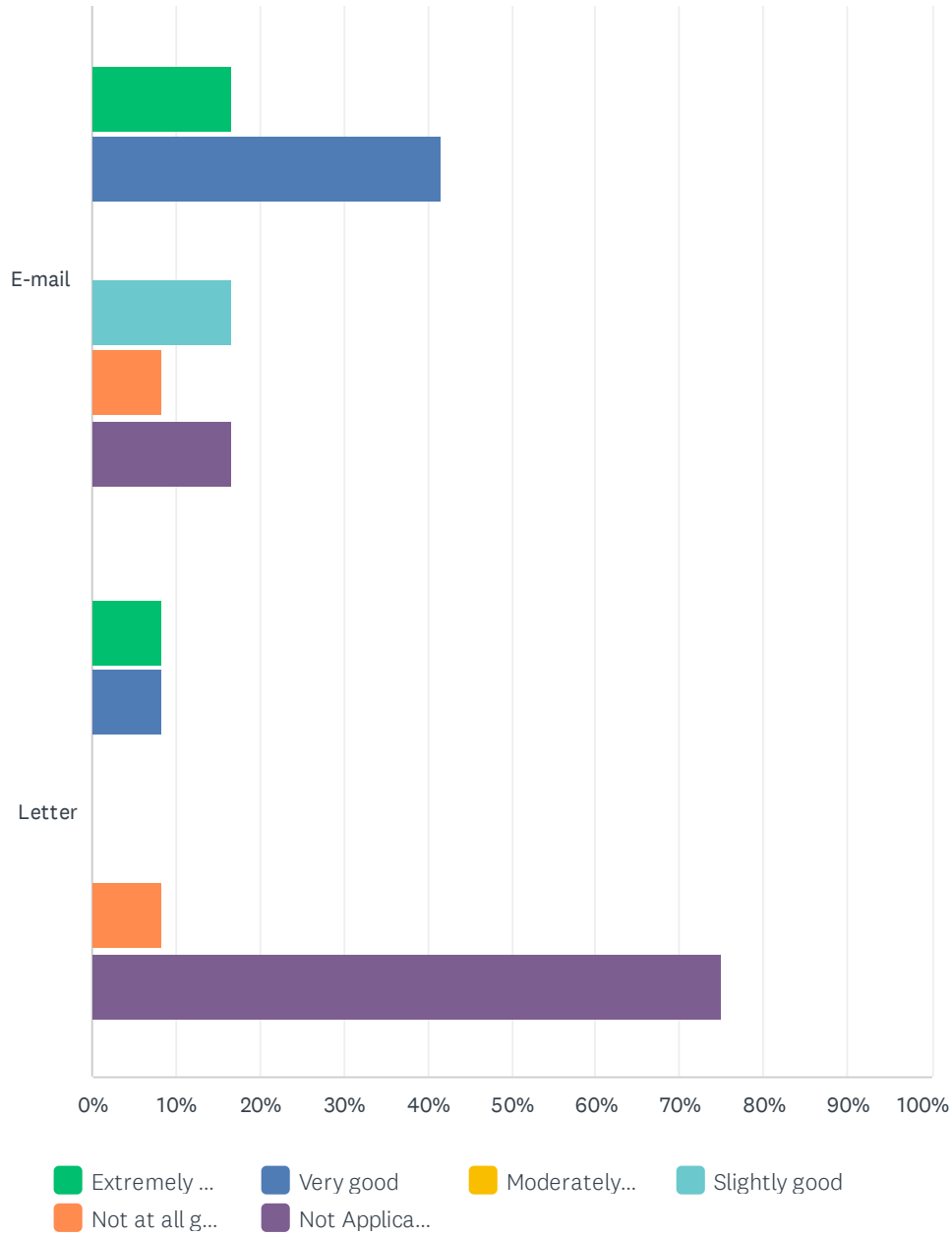
Answered: 12 Skipped: 0

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

Answered: 12 Skipped: 0



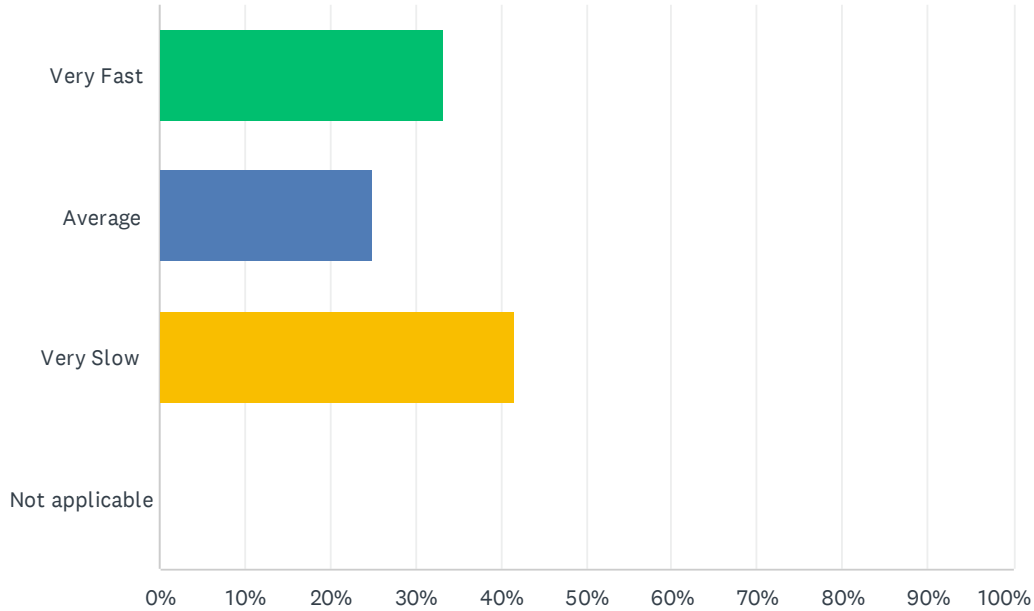
# UK International Consumer Centre - Customer Satisfaction Survey



	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	NOT APPLICABLE	TOTAL
Website	0.00% 0	41.67% 5	8.33% 1	0.00% 0	16.67% 2	33.33% 4	12
Leaflets	0.00% 0	0.00% 0	0.00% 0	0.00% 0	8.33% 1	91.67% 11	12
Newsletter	0.00% 0	8.33% 1	0.00% 0	0.00% 0	8.33% 1	83.33% 10	12
E-mail	16.67% 2	41.67% 5	0.00% 0	16.67% 2	8.33% 1	16.67% 2	12
Letter	8.33% 1	8.33% 1	0.00% 0	0.00% 0	8.33% 1	75.00% 9	12

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

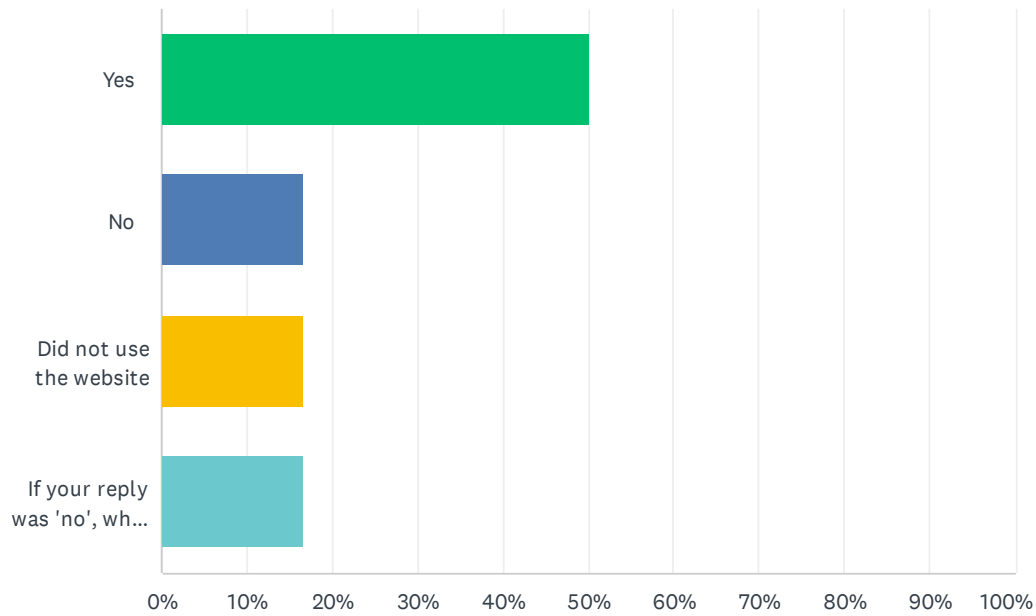
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Fast	33.33%	4
Average	25.00%	3
Very Slow	41.67%	5
Not applicable	0.00%	0
<b>TOTAL</b>		<b>12</b>

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

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	50.00%	6
No	16.67%	2
Did not use the website	16.67%	2
If your reply was 'no', what improvements would you recommend?	16.67%	2
<b>TOTAL</b>		<b>12</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: 7 Skipped: 5

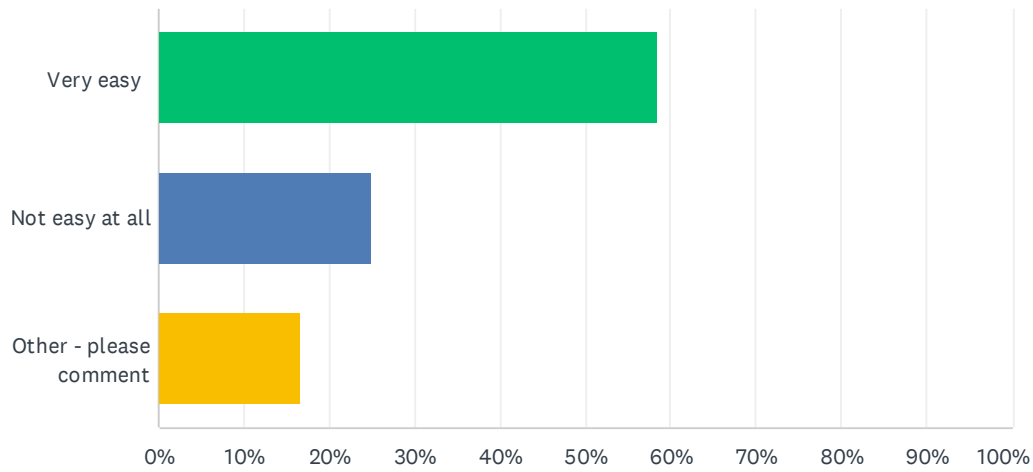
**Q17 Do you have any suggestions as to how we can improve on the service we provide?**

Answered: 5 Skipped: 7



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

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very easy	58.33%	7
Not easy at all	25.00%	3
Other - please comment	16.67%	2
Total Respondents: 12		

**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: 6 Skipped: 6