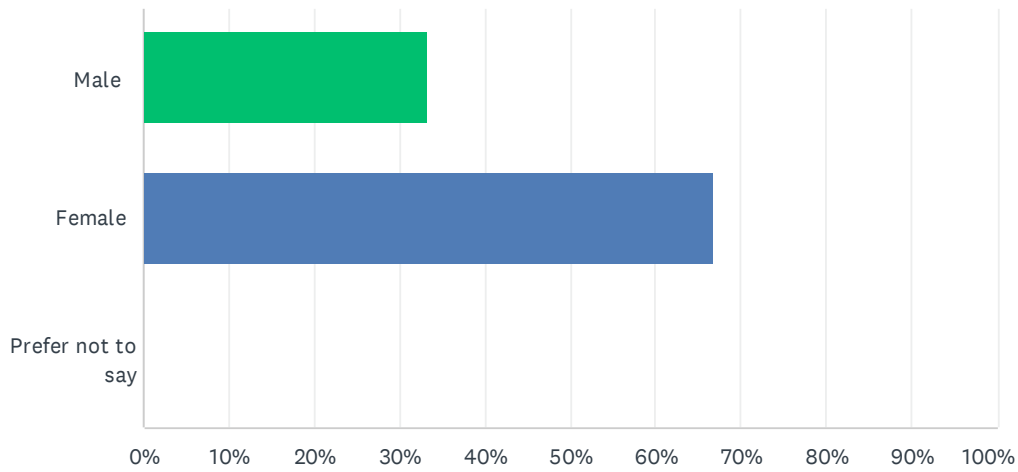


## Q1 What is your Gender?

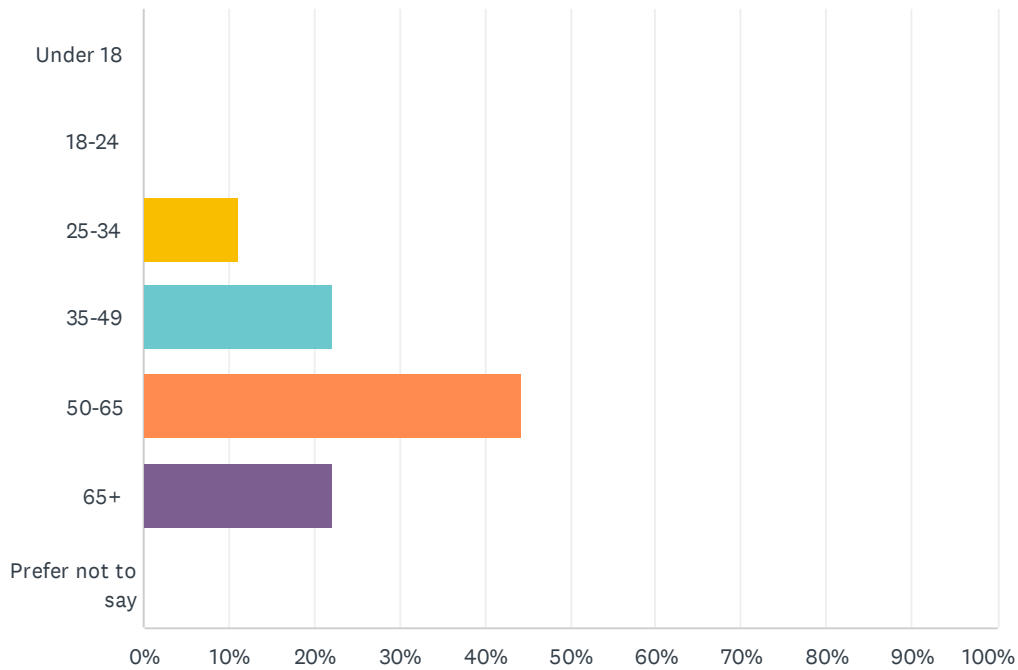
Answered: 9 Skipped: 0



ANSWER CHOICES	RESPONSES
Male	33.33% 3
Female	66.67% 6
Prefer not to say	0.00% 0
<b>TOTAL</b>	<b>9</b>

## Q2 What is your age?

Answered: 9 Skipped: 0

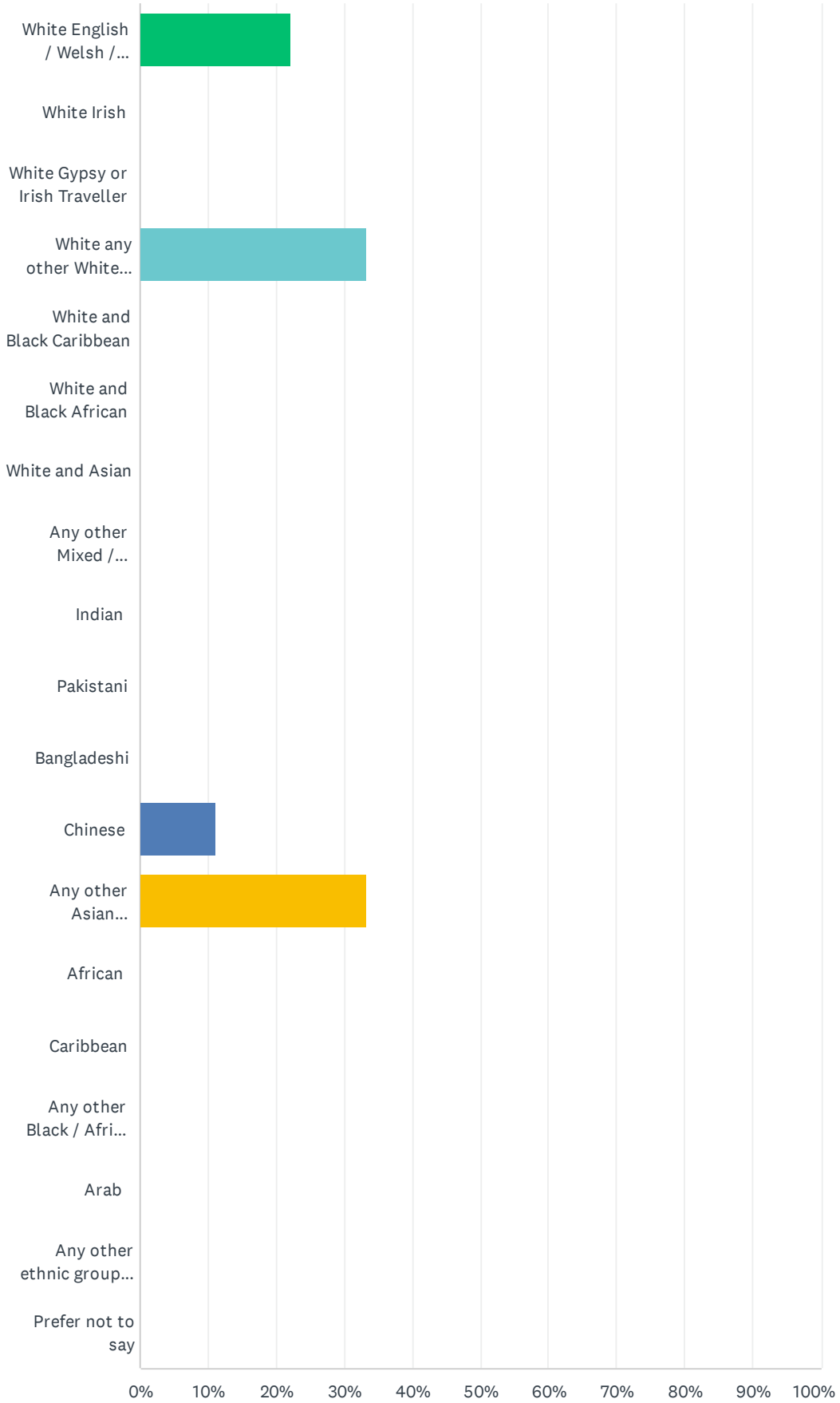


ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	0.00%	0
25-34	11.11%	1
35-49	22.22%	2
50-65	44.44%	4
65+	22.22%	2
Prefer not to say	0.00%	0
<b>TOTAL</b>		<b>9</b>

### Q3 What is your ethnic group?

Answered: 9 Skipped: 0

# UK International Consumer Centre - Customer Satisfaction Survey

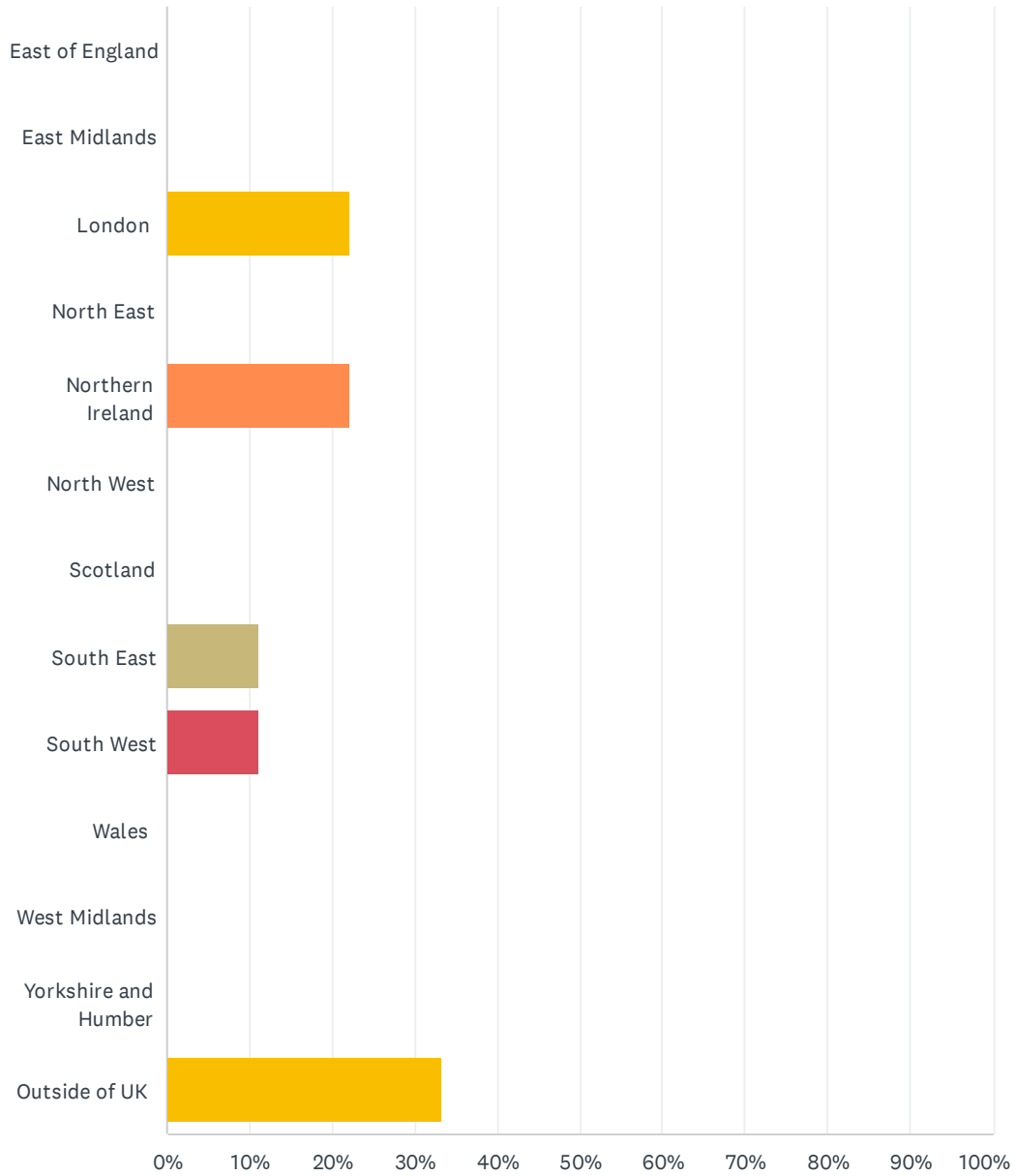


UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
White English / Welsh / Scottish / Northern Irish / British	22.22%	2
White Irish	0.00%	0
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	33.33%	3
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	11.11%	1
Any other Asian background, please describe below	33.33%	3
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: 9		

## Q4 Which region do you live in?

Answered: 9 Skipped: 0

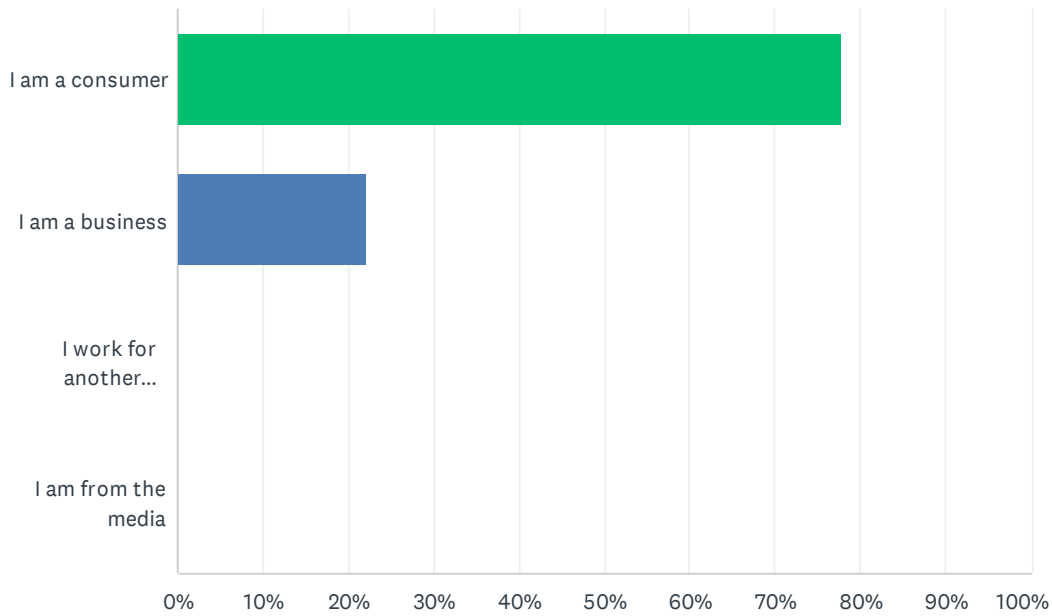


## UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
East of England	0.00%	0
East Midlands	0.00%	0
London	22.22%	2
North East	0.00%	0
Northern Ireland	22.22%	2
North West	0.00%	0
Scotland	0.00%	0
South East	11.11%	1
South West	11.11%	1
Wales	0.00%	0
West Midlands	0.00%	0
Yorkshire and Humber	0.00%	0
Outside of UK	33.33%	3
<b>TOTAL</b>		<b>9</b>

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

Answered: 9 Skipped: 0

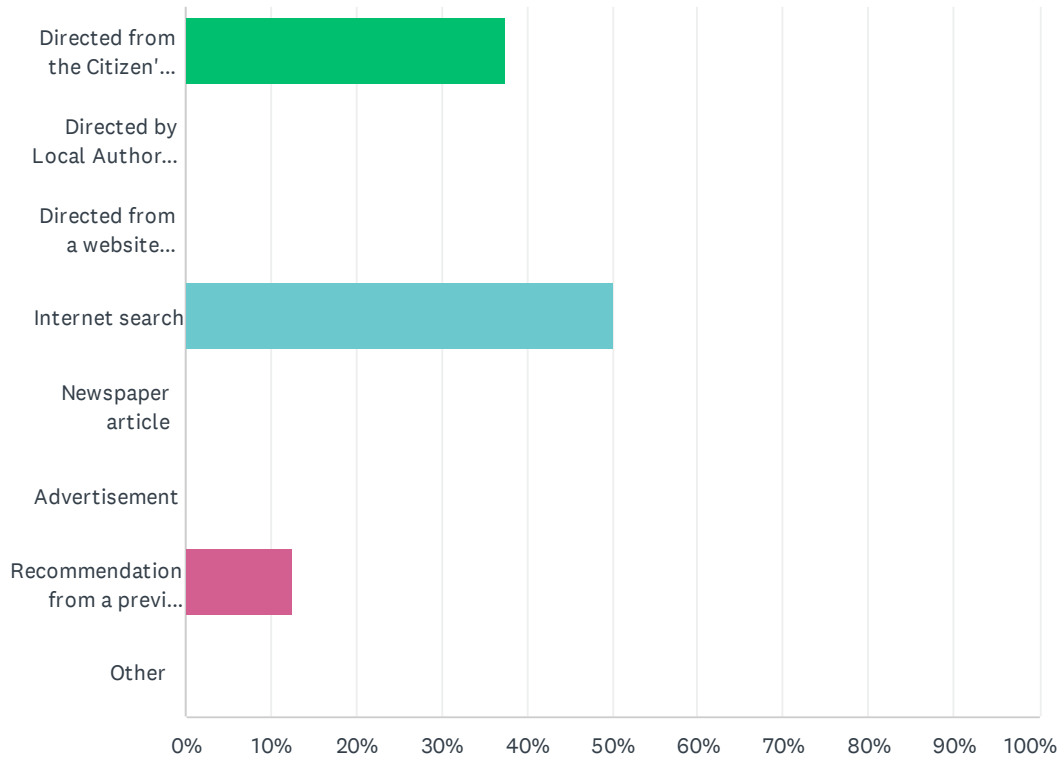


ANSWER CHOICES	RESPONSES
I am a consumer	77.78% 7
I am a business	22.22% 2
I work for another consumer body	0.00% 0
I am from the media	0.00% 0
<b>TOTAL</b>	<b>9</b>



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

Answered: 8 Skipped: 1



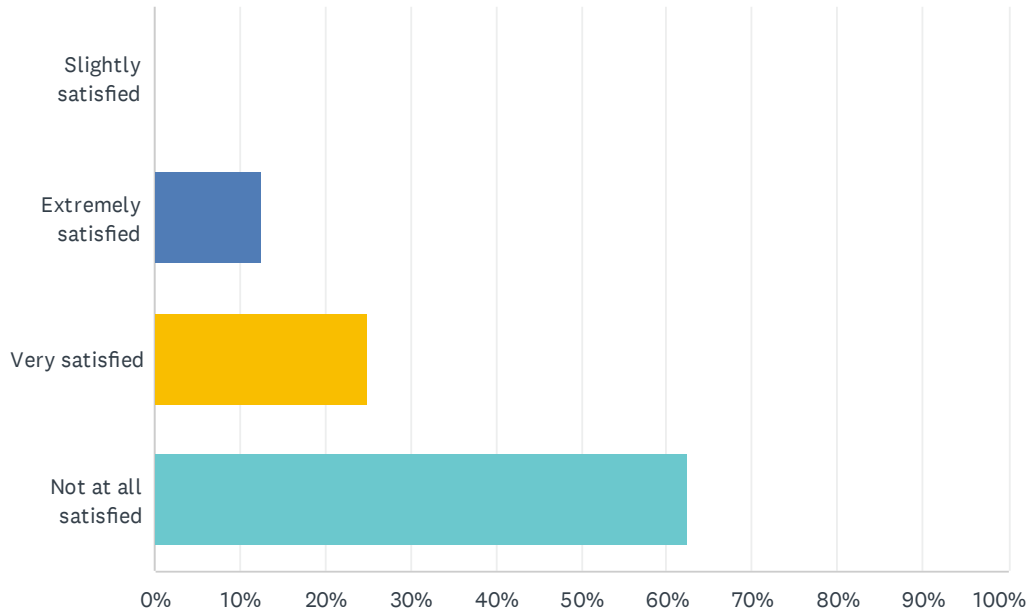
ANSWER CHOICES	RESPONSES	
Directed from the Citizen's Advice Consumer Service or other consumer body	37.50%	3
Directed by Local Authority or Local Council	0.00%	0
Directed from a website (other than our own)	0.00%	0
Internet search	50.00%	4
Newspaper article	0.00%	0
Advertisement	0.00%	0
Recommendation from a previous user	12.50%	1
Other	0.00%	0
<b>TOTAL</b>		<b>8</b>

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

Answered: 0 Skipped: 9

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

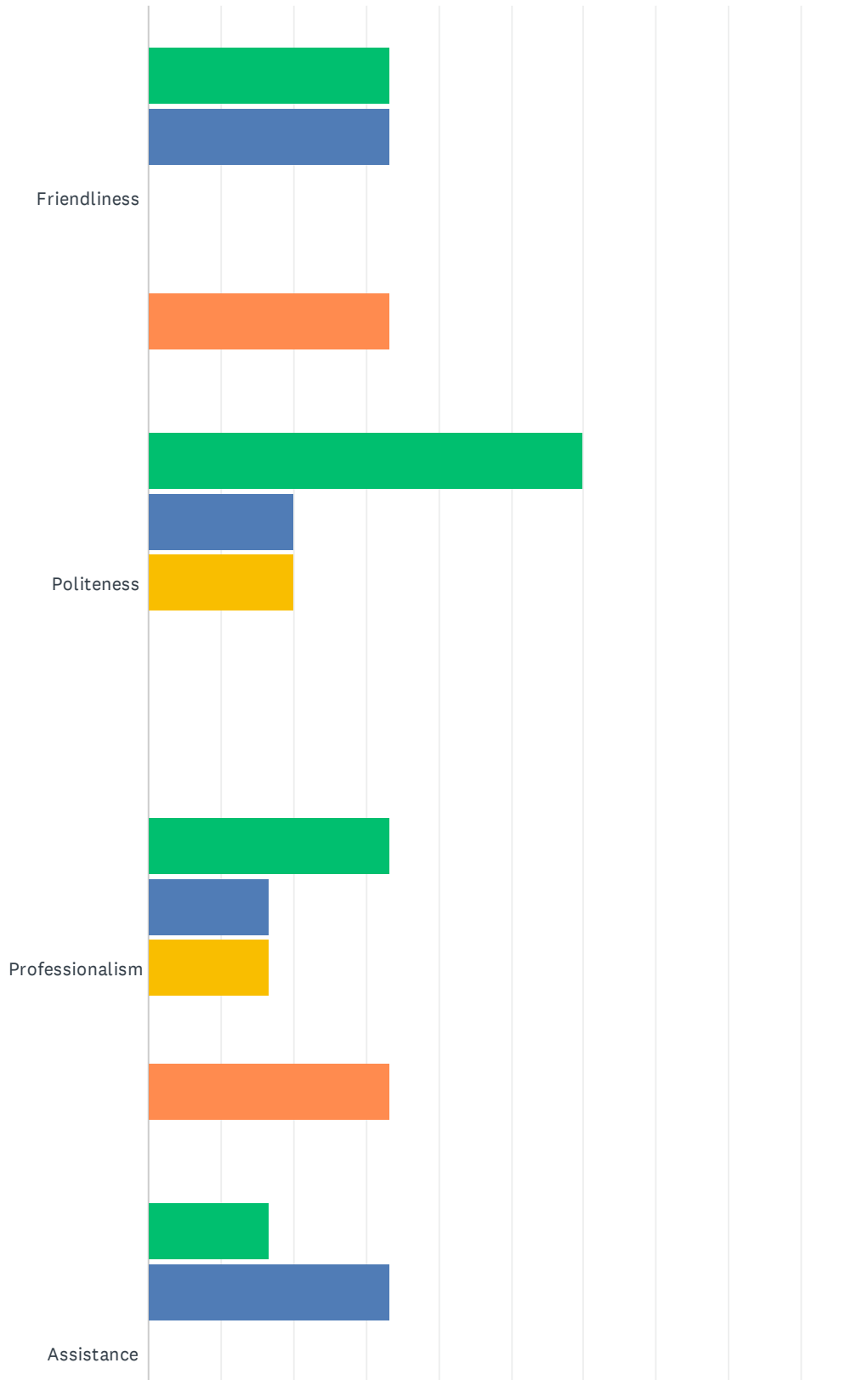
Answered: 8 Skipped: 1



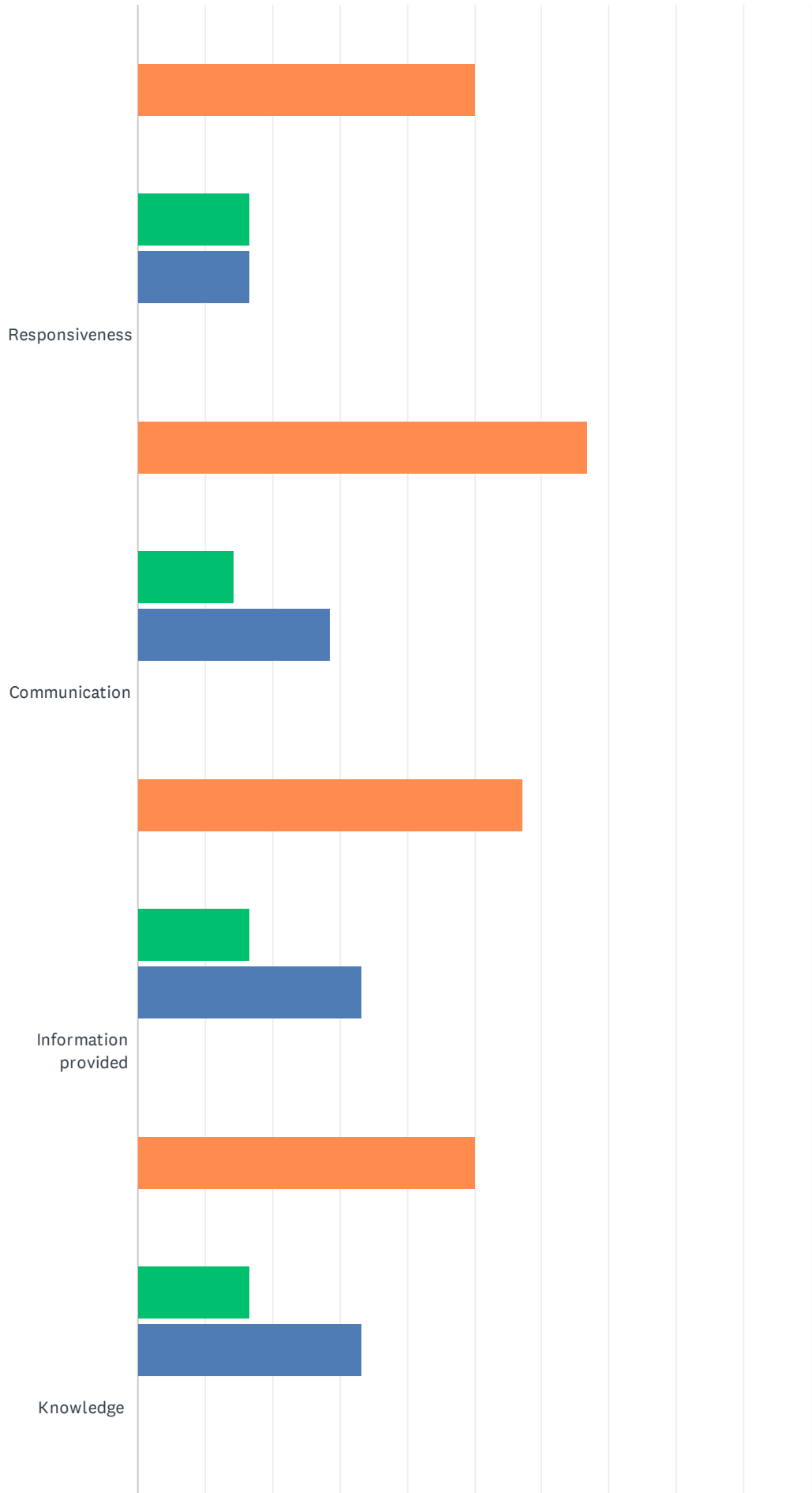
ANSWER CHOICES	RESPONSES	
Slightly satisfied	0.00%	0
Extremely satisfied	12.50%	1
Very satisfied	25.00%	2
Not at all satisfied	62.50%	5
<b>TOTAL</b>		<b>8</b>

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

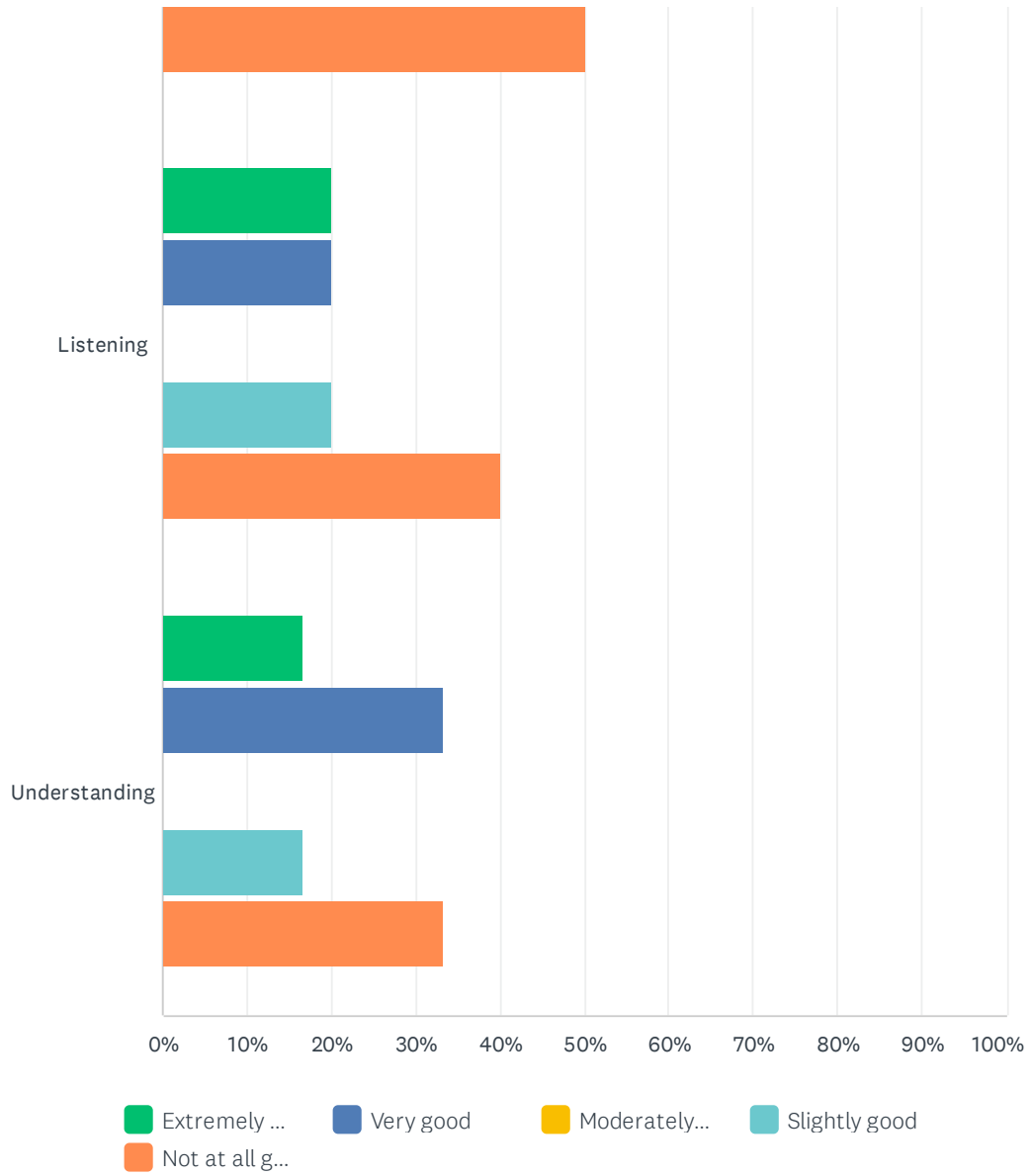
Answered: 7 Skipped: 2



# UK International Consumer Centre - Customer Satisfaction Survey



# UK International Consumer Centre - Customer Satisfaction Survey

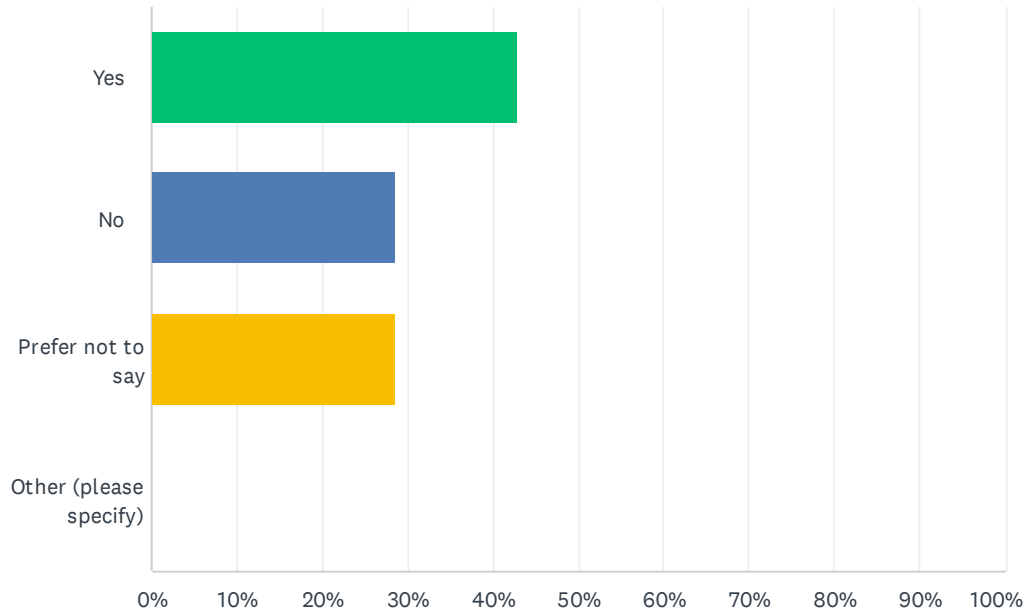


UK International Consumer Centre - Customer Satisfaction Survey

	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	TOTAL
Friendliness	33.33% 2	33.33% 2	0.00% 0	0.00% 0	33.33% 2	6
Politeness	60.00% 3	20.00% 1	20.00% 1	0.00% 0	0.00% 0	5
Professionalism	33.33% 2	16.67% 1	16.67% 1	0.00% 0	33.33% 2	6
Assistance	16.67% 1	33.33% 2	0.00% 0	0.00% 0	50.00% 3	6
Responsiveness	16.67% 1	16.67% 1	0.00% 0	0.00% 0	66.67% 4	6
Communication	14.29% 1	28.57% 2	0.00% 0	0.00% 0	57.14% 4	7
Information provided	16.67% 1	33.33% 2	0.00% 0	0.00% 0	50.00% 3	6
Knowledge	16.67% 1	33.33% 2	0.00% 0	0.00% 0	50.00% 3	6
Listening	20.00% 1	20.00% 1	0.00% 0	20.00% 1	40.00% 2	5
Understanding	16.67% 1	33.33% 2	0.00% 0	16.67% 1	33.33% 2	6

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

Answered: 7 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	42.86%	3
No	28.57%	2
Prefer not to say	28.57%	2
Other (please specify)	0.00%	0
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?**

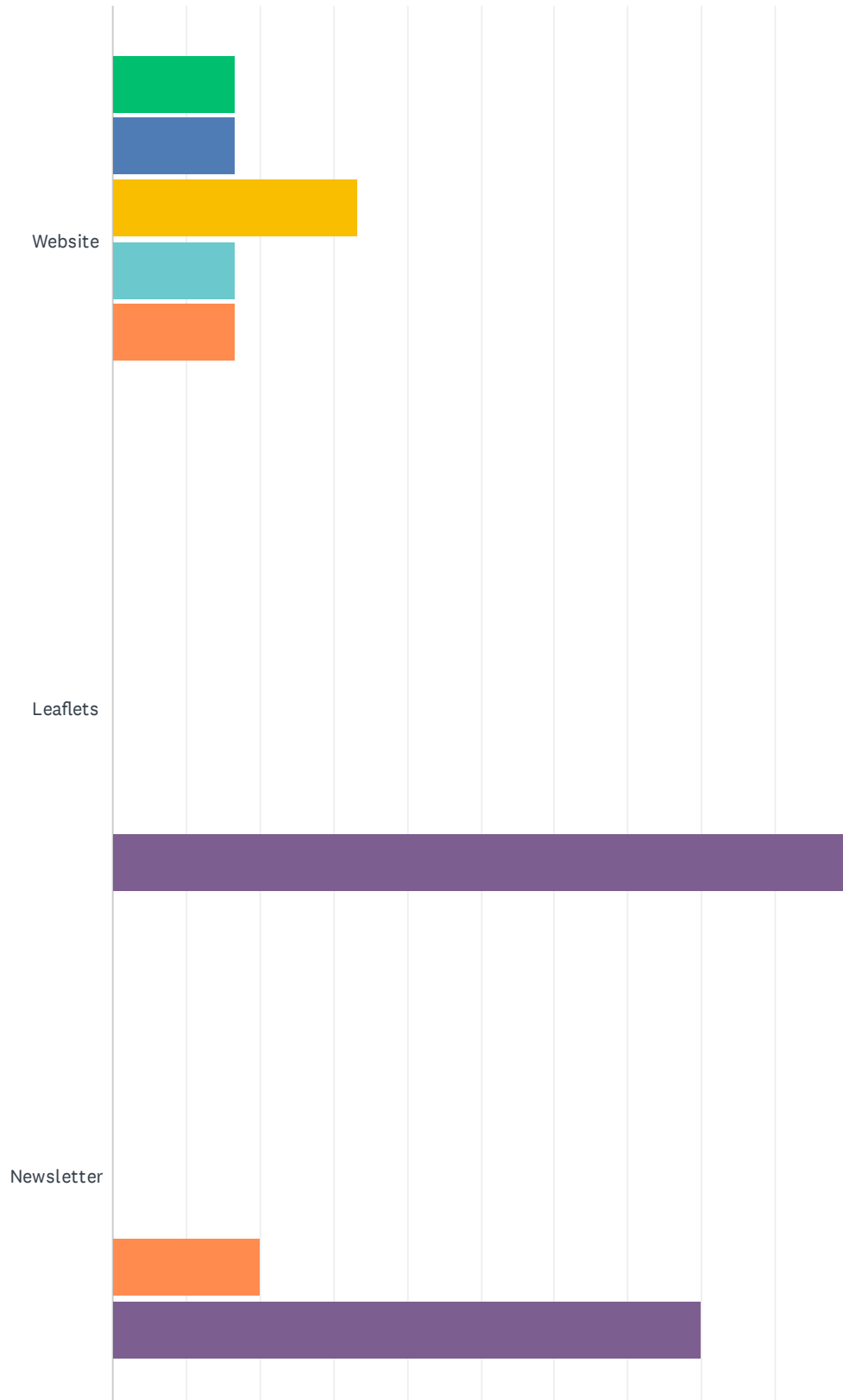
Answered: 7 Skipped: 2

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.

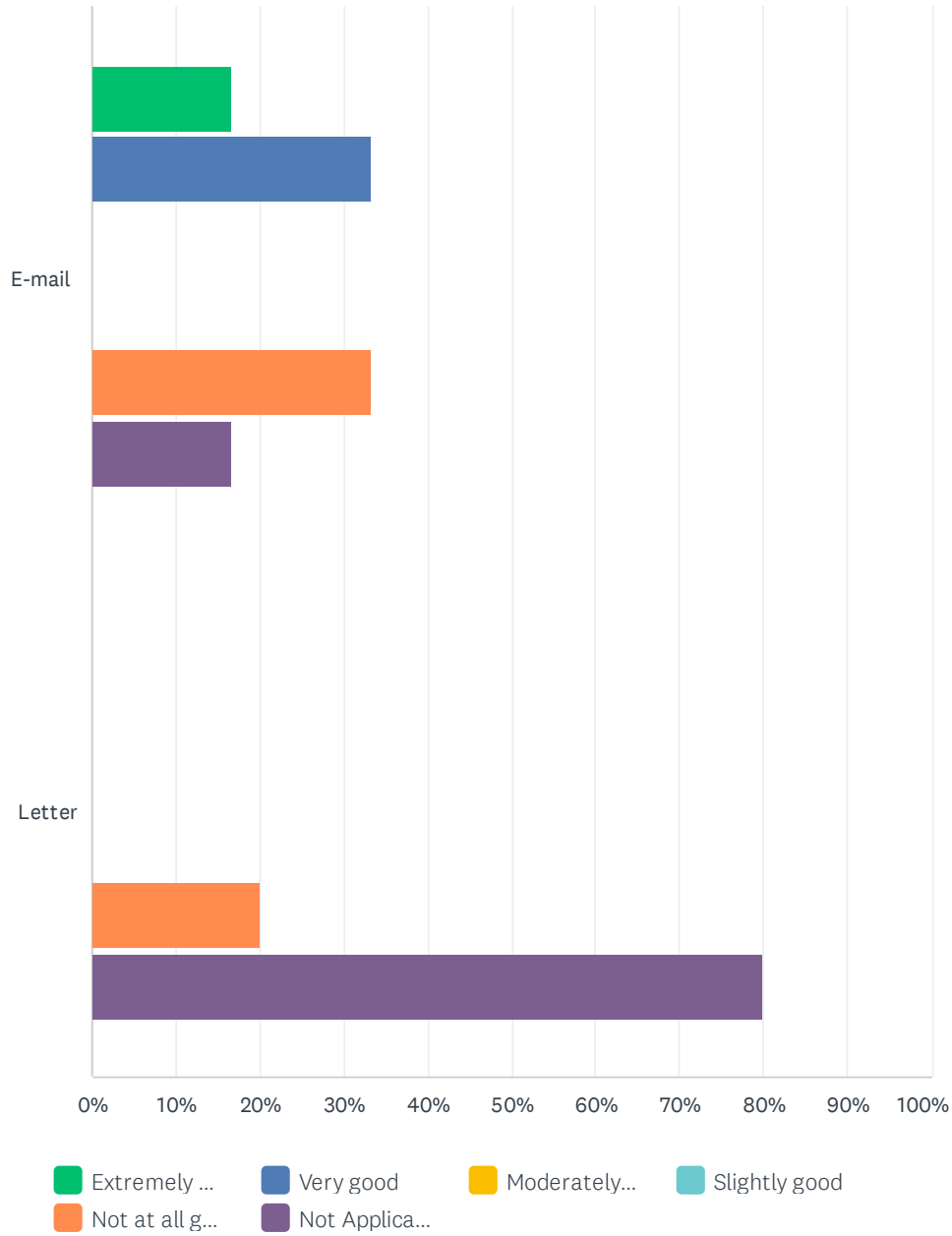
Answered: 7 Skipped: 2

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

Answered: 7 Skipped: 2



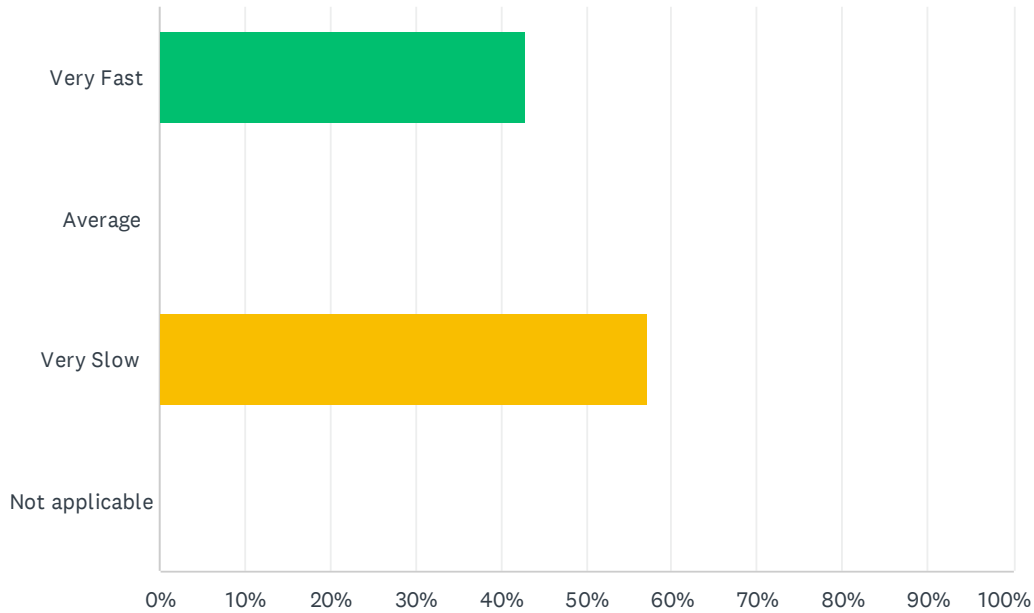
# UK International Consumer Centre - Customer Satisfaction Survey



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

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

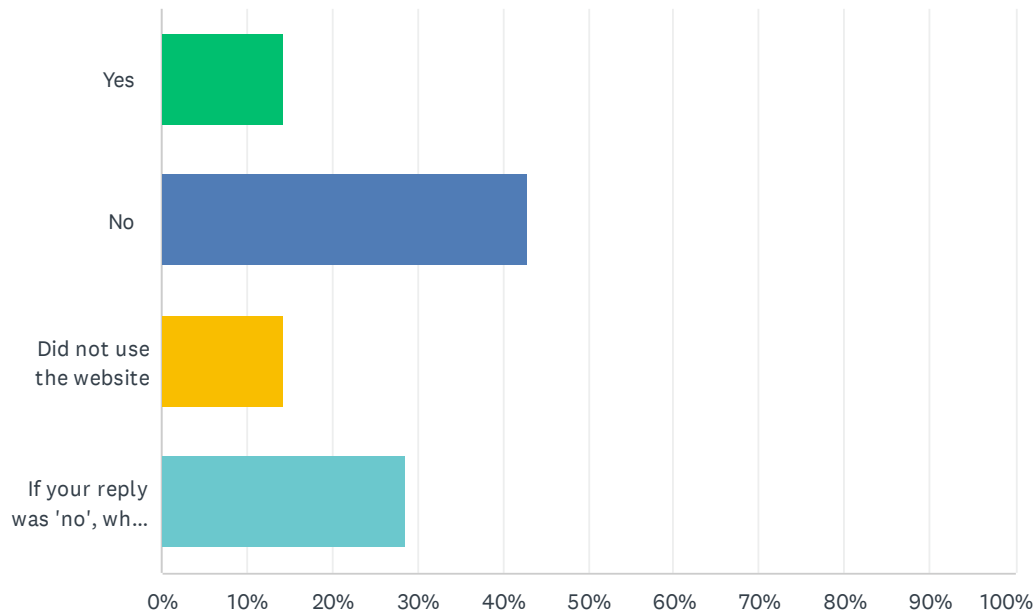
Answered: 7 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Fast	42.86%	3
Average	0.00%	0
Very Slow	57.14%	4
Not applicable	0.00%	0
<b>TOTAL</b>		<b>7</b>

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

Answered: 7 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	14.29%	1
No	42.86%	3
Did not use the website	14.29%	1
If your reply was 'no', what improvements would you recommend?	28.57%	2
<b>TOTAL</b>		<b>7</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: 3 Skipped: 6

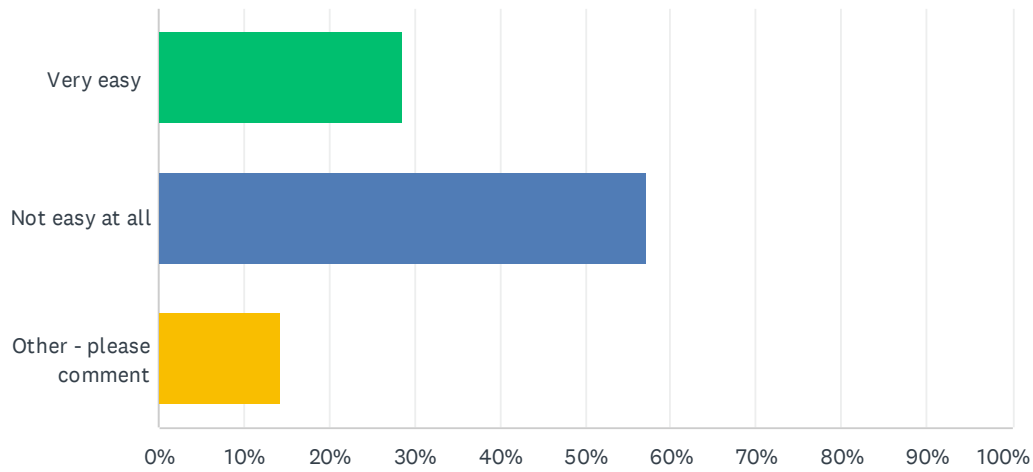
**Q17 Do you have any suggestions as to how we can improve on the service we provide?**

Answered: 3 Skipped: 6



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

Answered: 7 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very easy	28.57%	2
Not easy at all	57.14%	4
Other - please comment	14.29%	1
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: 5