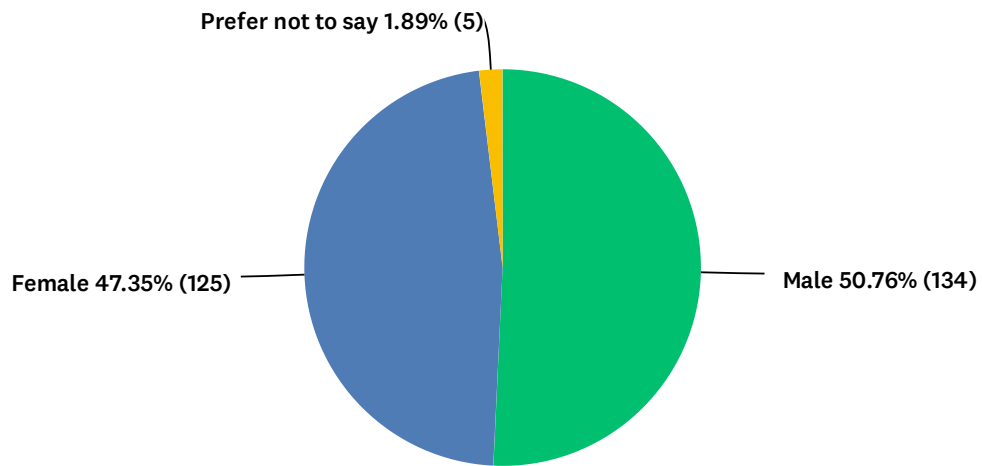


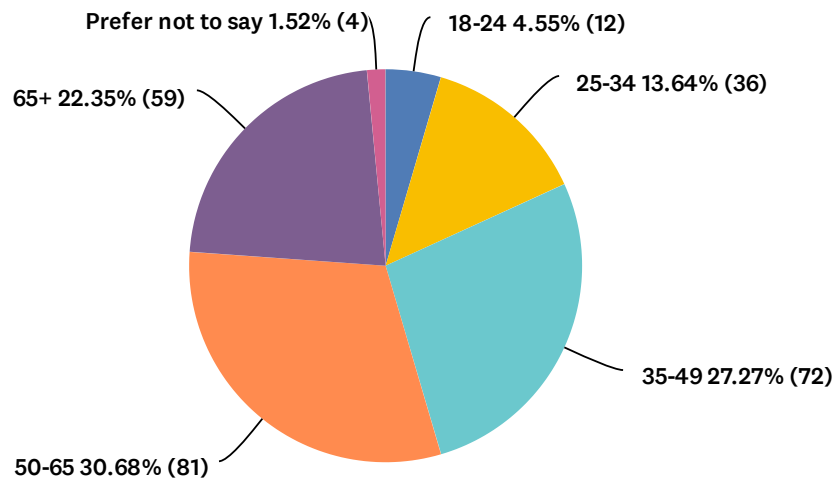
Q1 What is your Gender?

Answered: 264 Skipped: 0



Q2 What is your age?

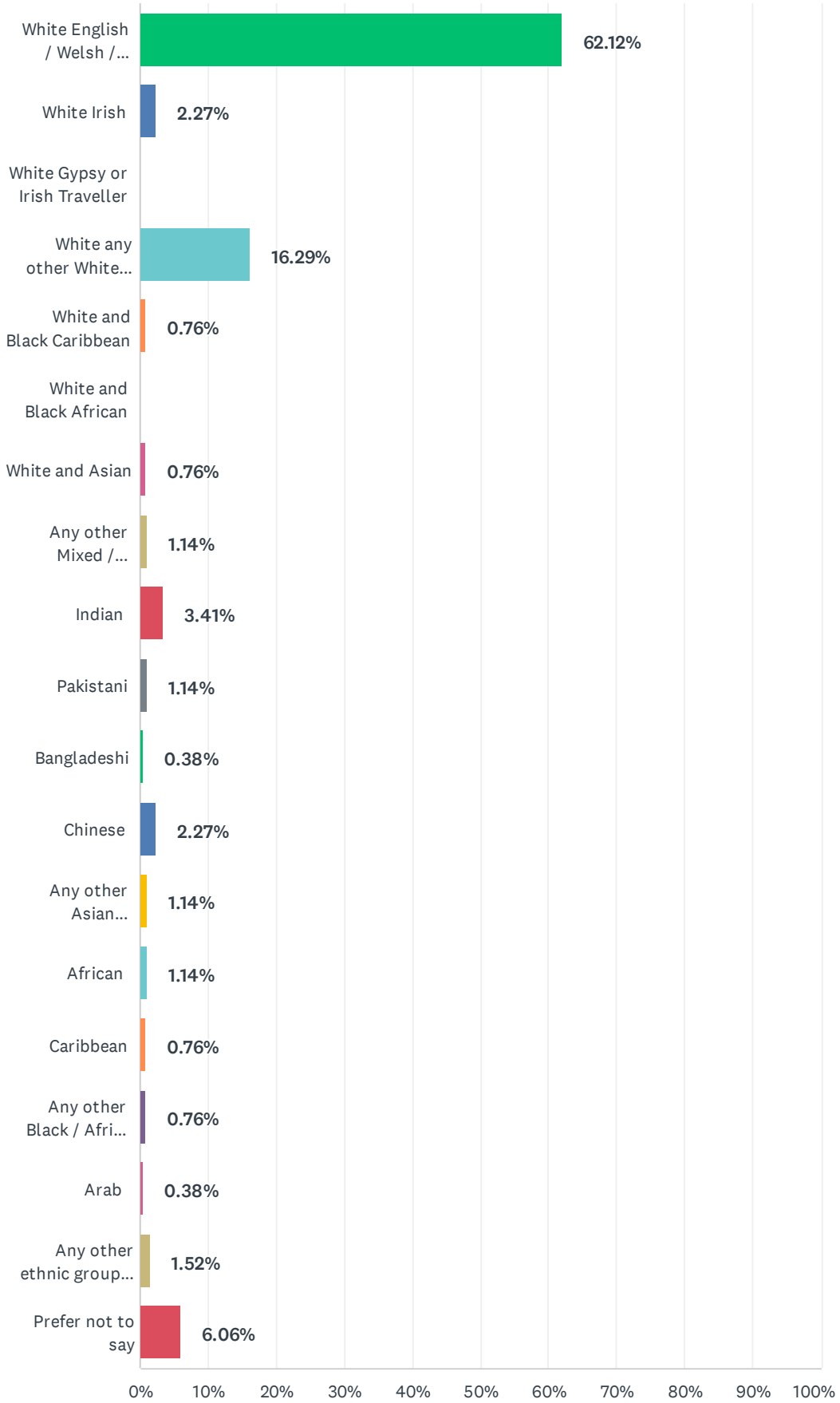
Answered: 264 Skipped: 0



Q3 What is your ethnic group?

Answered: 264 Skipped: 0

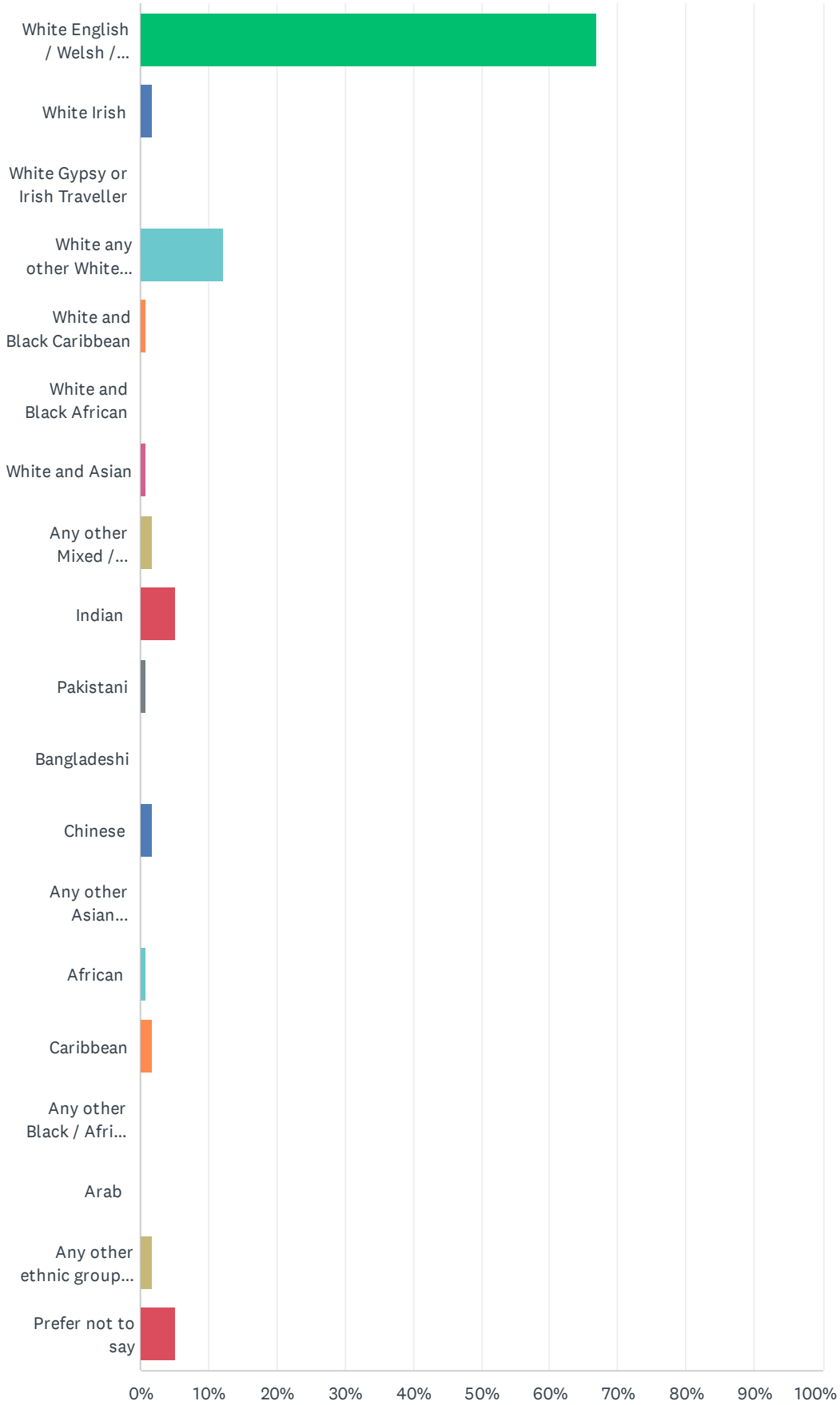
UK European Consumer Centre - Customer Satisfaction Survey



Q4 What is your ethnic group?

Answered: 115 Skipped: 149

UK European Consumer Centre - Customer Satisfaction Survey

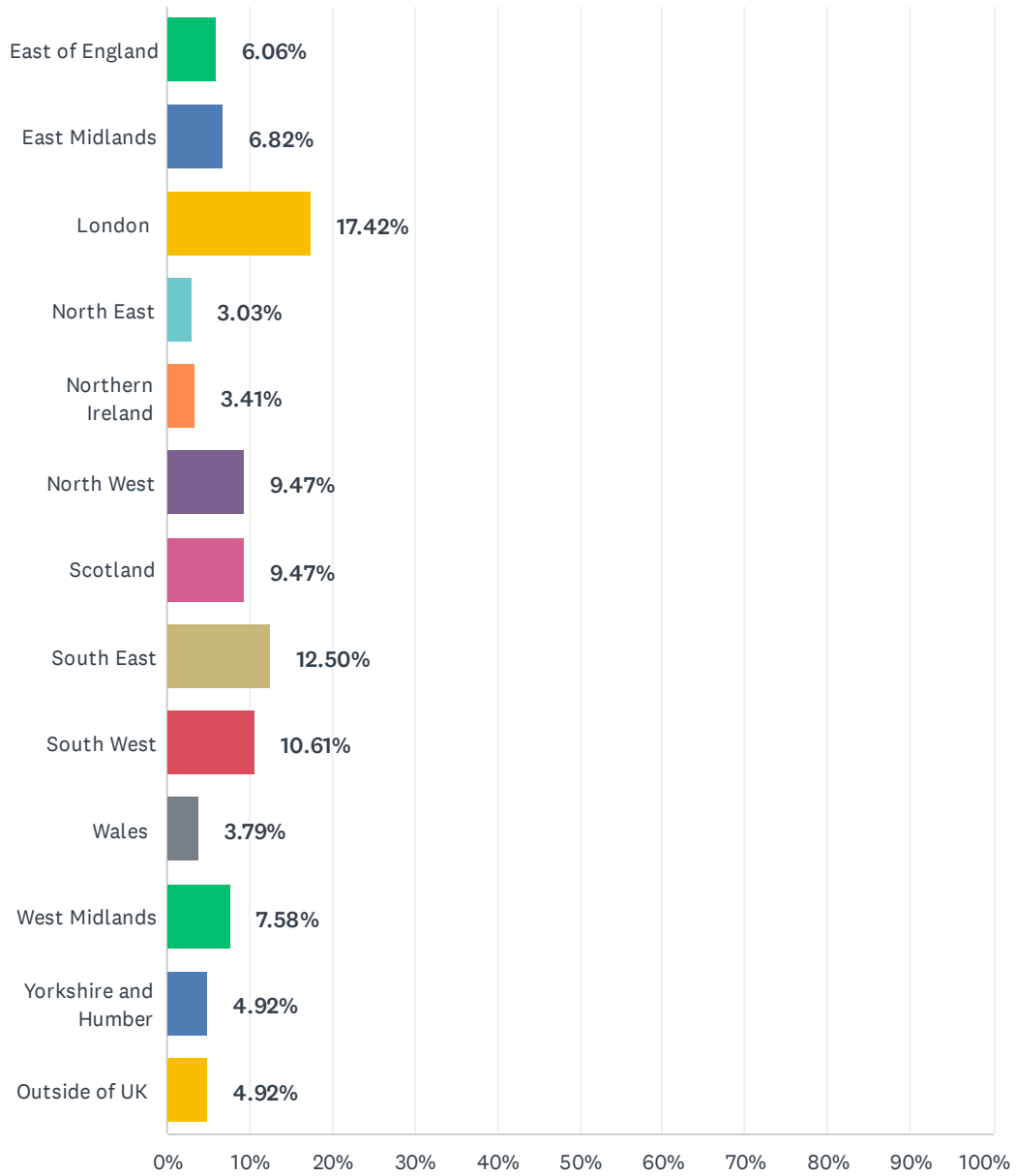


UK European Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
White English / Welsh / Scottish / Northern Irish / British	66.96%	77
White Irish	1.74%	2
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	12.17%	14
White and Black Caribbean	0.87%	1
White and Black African	0.00%	0
White and Asian	0.87%	1
Any other Mixed / Multiple ethnic background, please describe below	1.74%	2
Indian	5.22%	6
Pakistani	0.87%	1
Bangladeshi	0.00%	0
Chinese	1.74%	2
Any other Asian background, please describe below	0.00%	0
African	0.87%	1
Caribbean	1.74%	2
Any other Black / African / Caribbean background, please describe below	0.00%	0
Arab	0.00%	0
Any other ethnic group, please describe below	1.74%	2
Prefer not to say	5.22%	6
Total Respondents: 115		

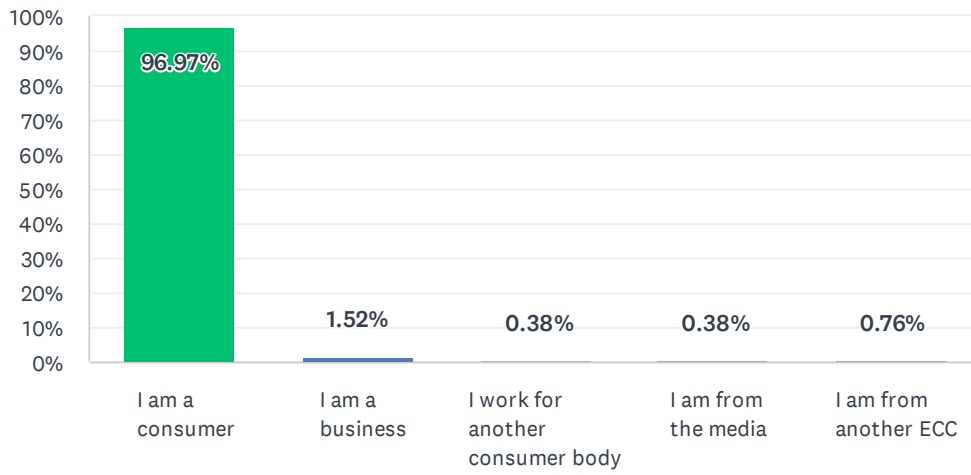
Q5 Which region do you live in?

Answered: 264 Skipped: 0



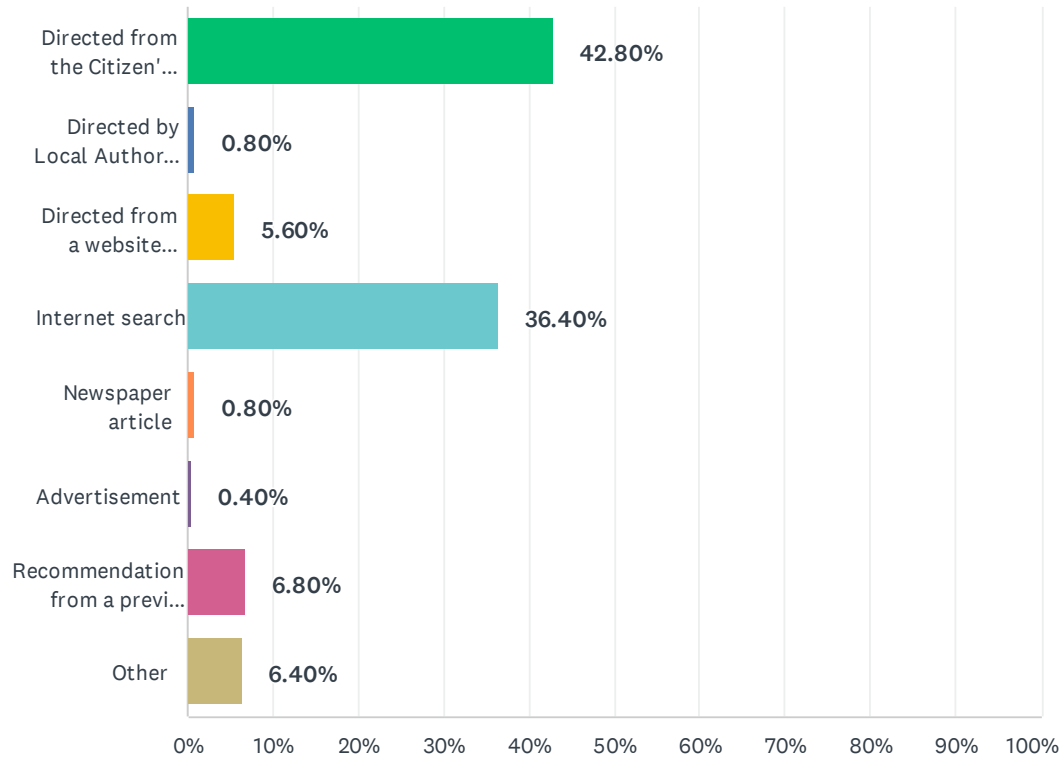
Q6 Which of the following best describes your reason for contacting us?

Answered: 264 Skipped: 0



Q7 How did you find out about the European Consumer Centre?

Answered: 250 Skipped: 14

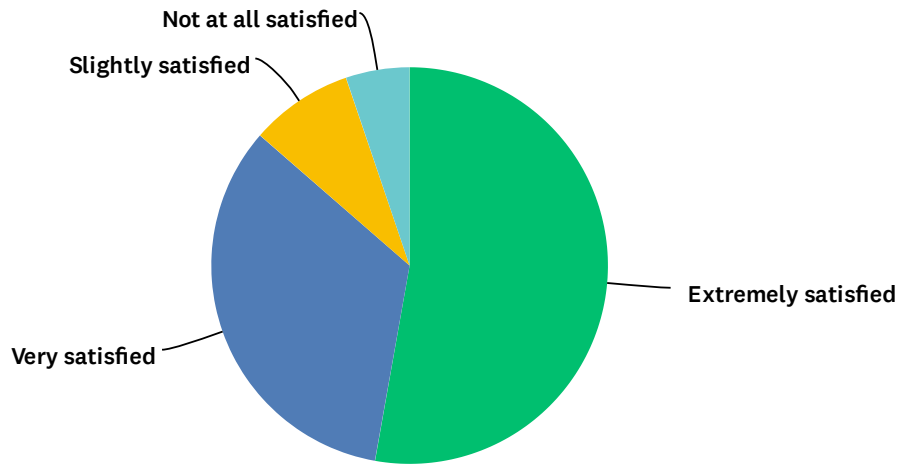


Q8 Please provide a reference number if you have had or currently have a case with the UK European Consumer Centre

Answered: 164 Skipped: 100

Q9 Overall how satisfied are you with the UK European Consumer Centre?

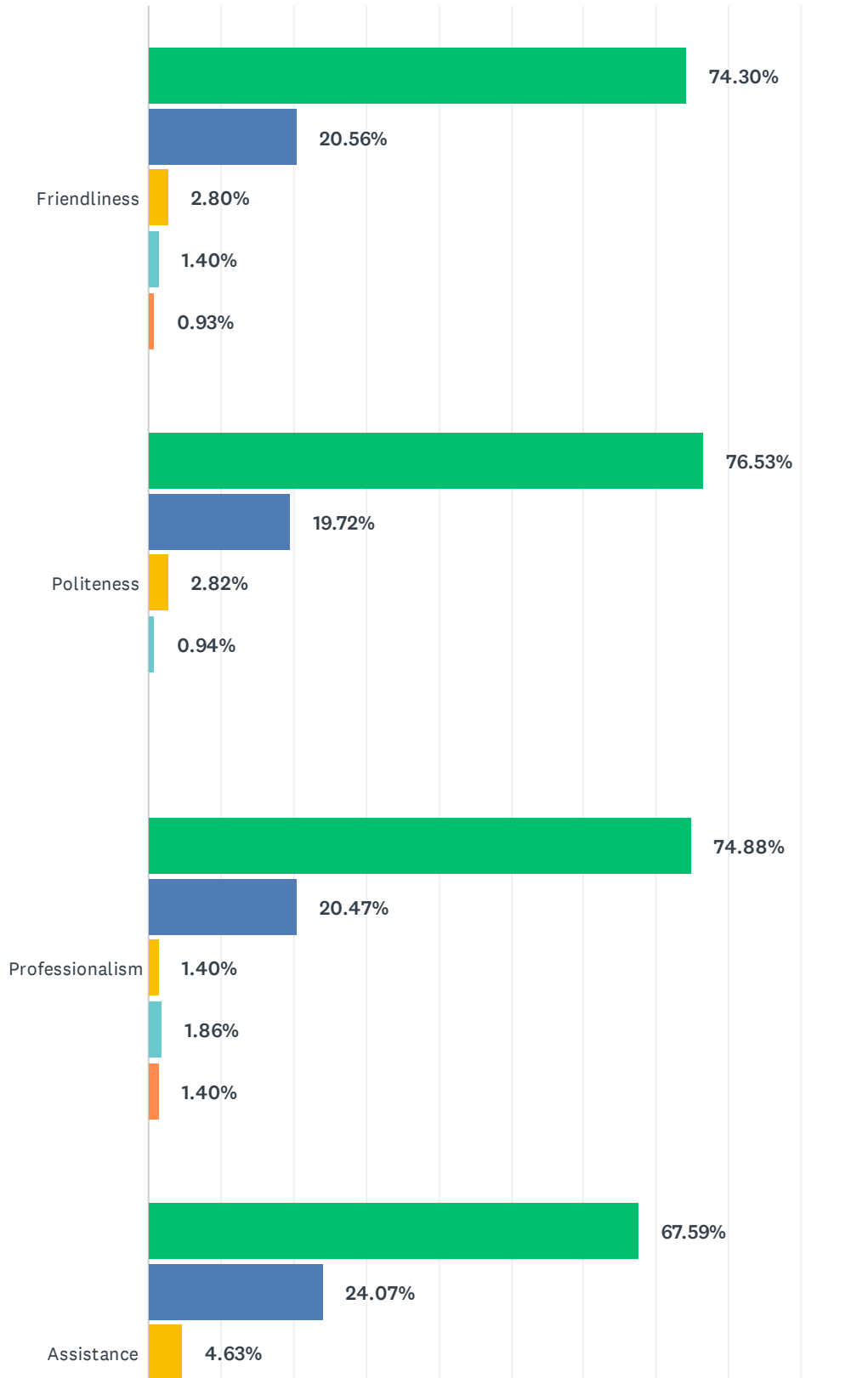
Answered: 250 Skipped: 14



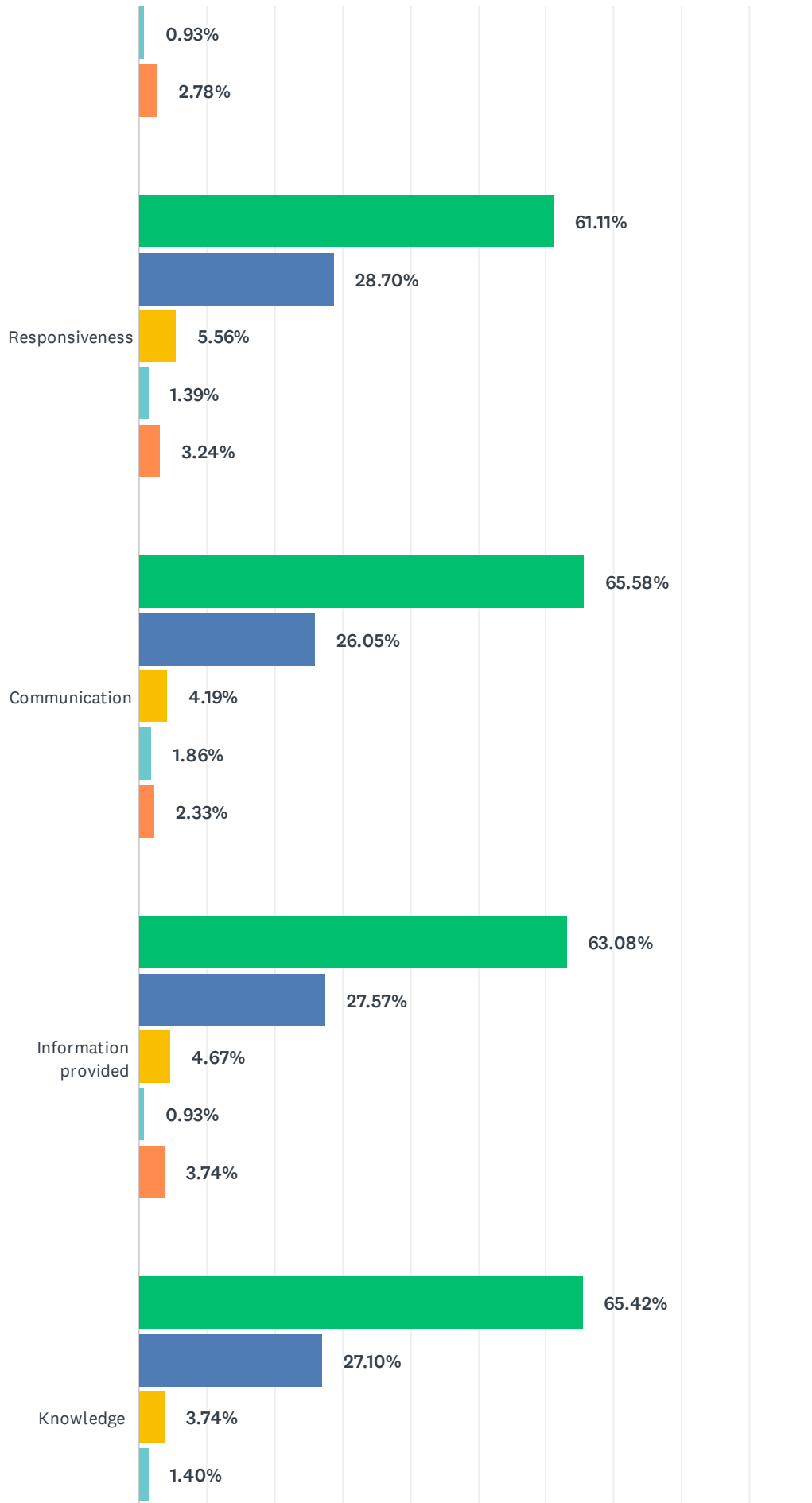
ANSWER CHOICES	RESPONSES	
Extremely satisfied	52.80%	132
Very satisfied	33.60%	84
Slightly satisfied	8.40%	21
Not at all satisfied	5.20%	13
TOTAL		250

Q10 Please rate the UK European Consumer Centre staff in the following areas:

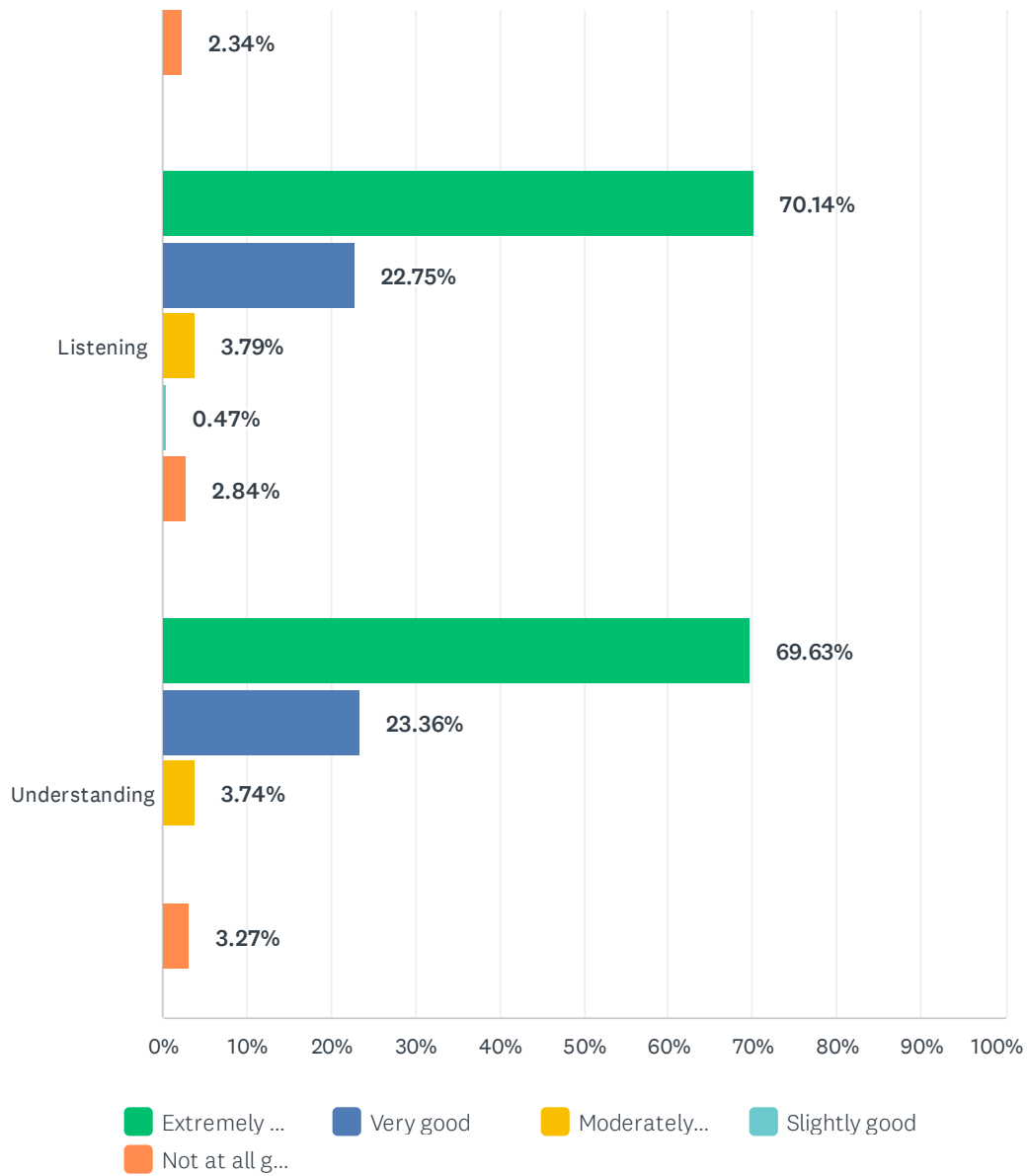
Answered: 221 Skipped: 43



UK European Consumer Centre - Customer Satisfaction Survey

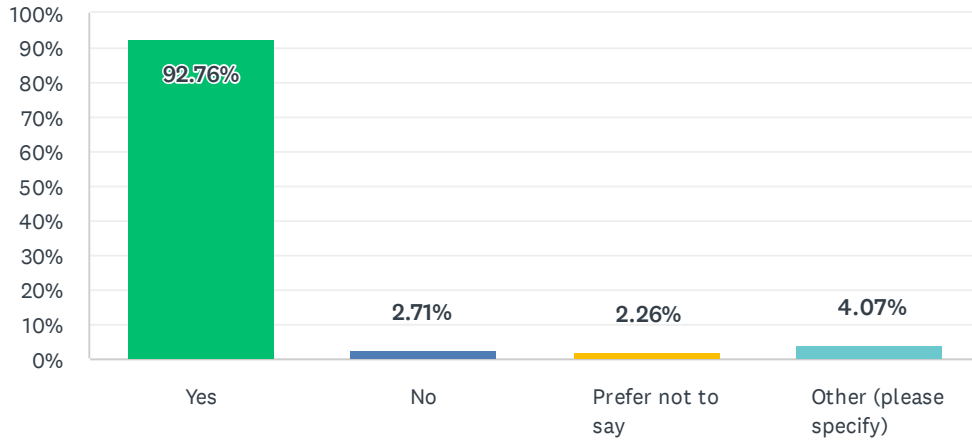


UK European Consumer Centre - Customer Satisfaction Survey



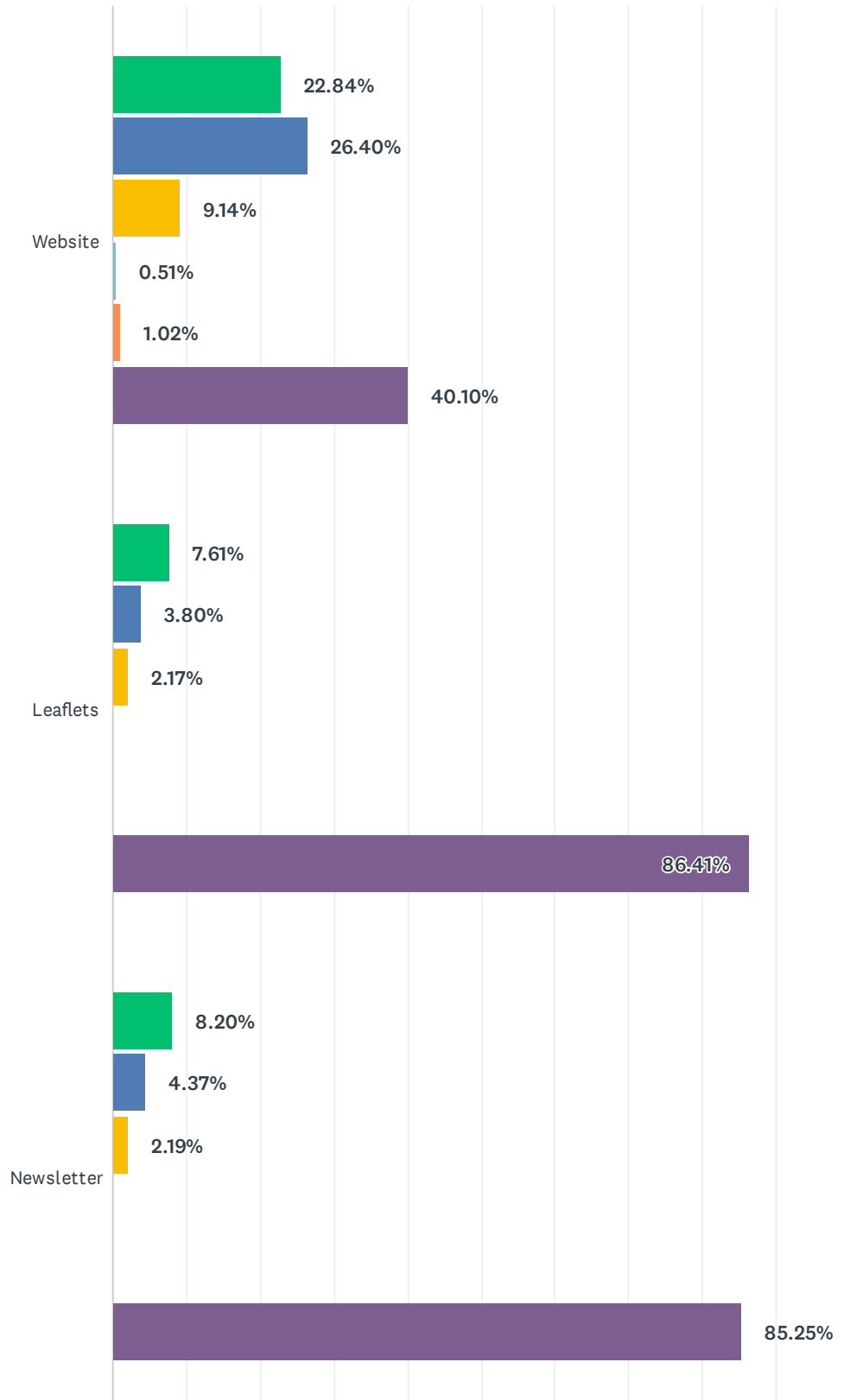
Q11 Do you feel that the UK European Consumer Centre treated you fairly?

Answered: 221 Skipped: 43

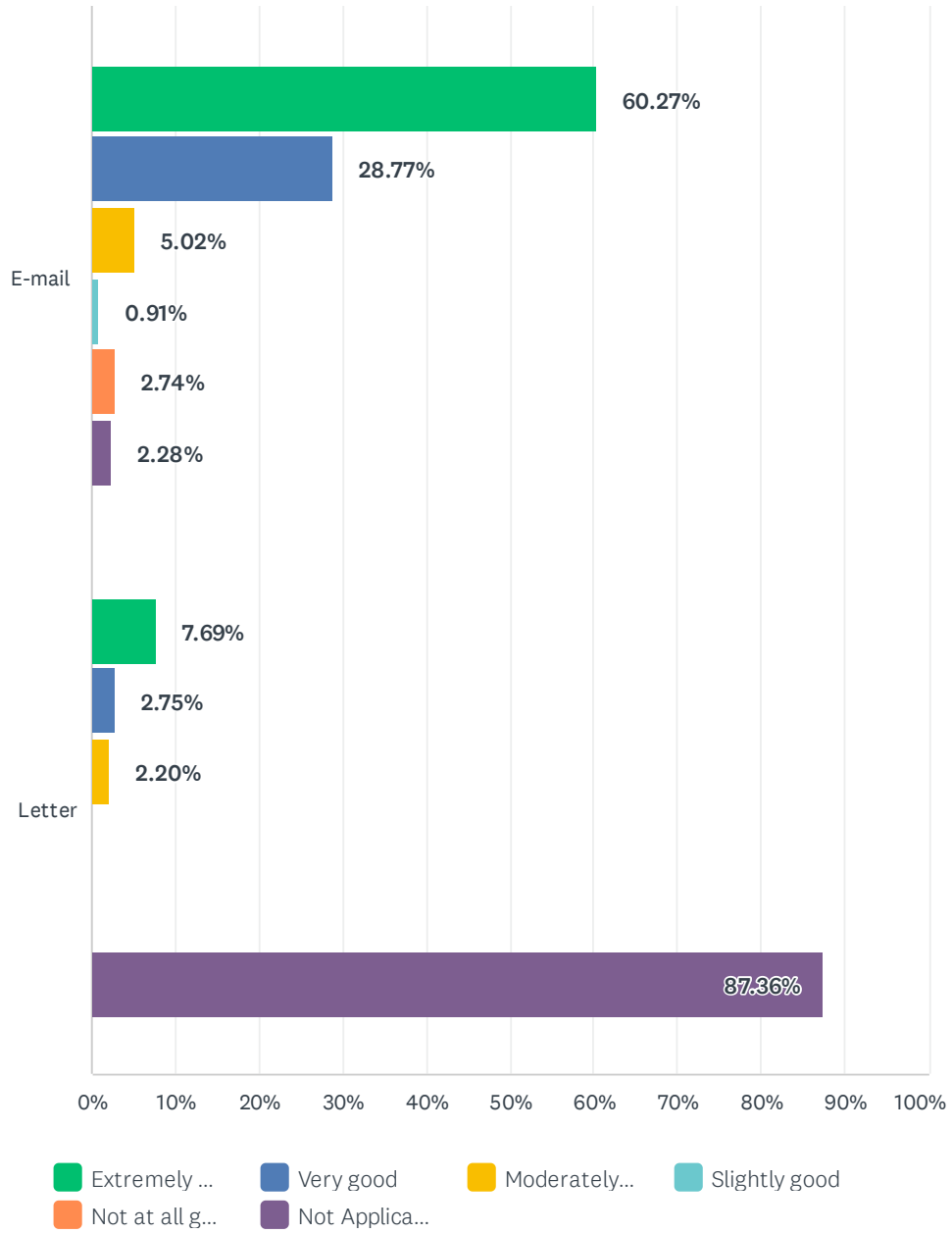


Q12 Please rate the UK European Consumer Centre in the following areas:

Answered: 221 Skipped: 43

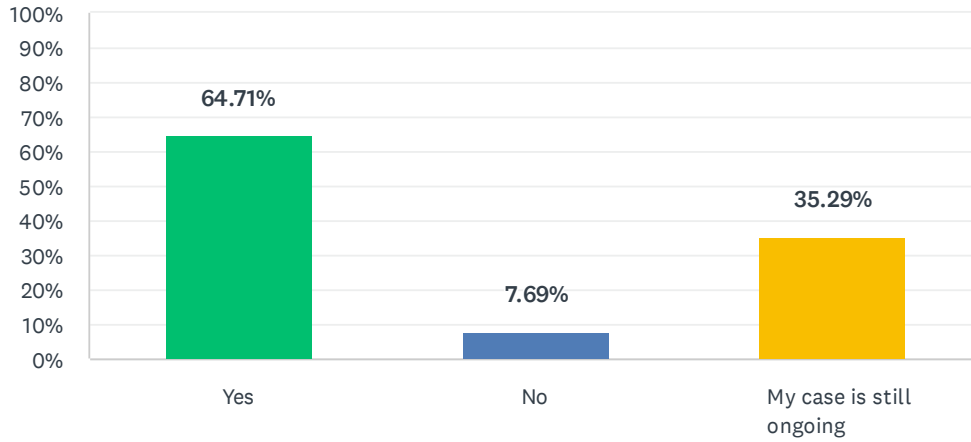


UK European Consumer Centre - Customer Satisfaction Survey



Q13 Did the advice or assistance you received help you to understand your rights in relation to the trader, or to solve your dispute with the trader?

Answered: 221 Skipped: 43

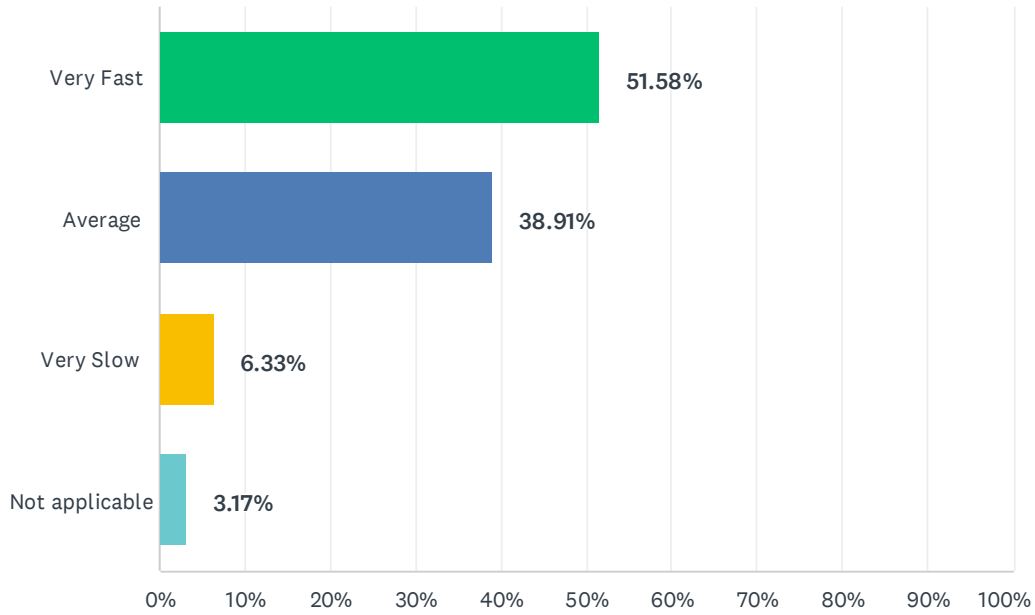


Q14 If your case was resolved, please provide an estimated value of how much you recovered.

Answered: 82 Skipped: 182

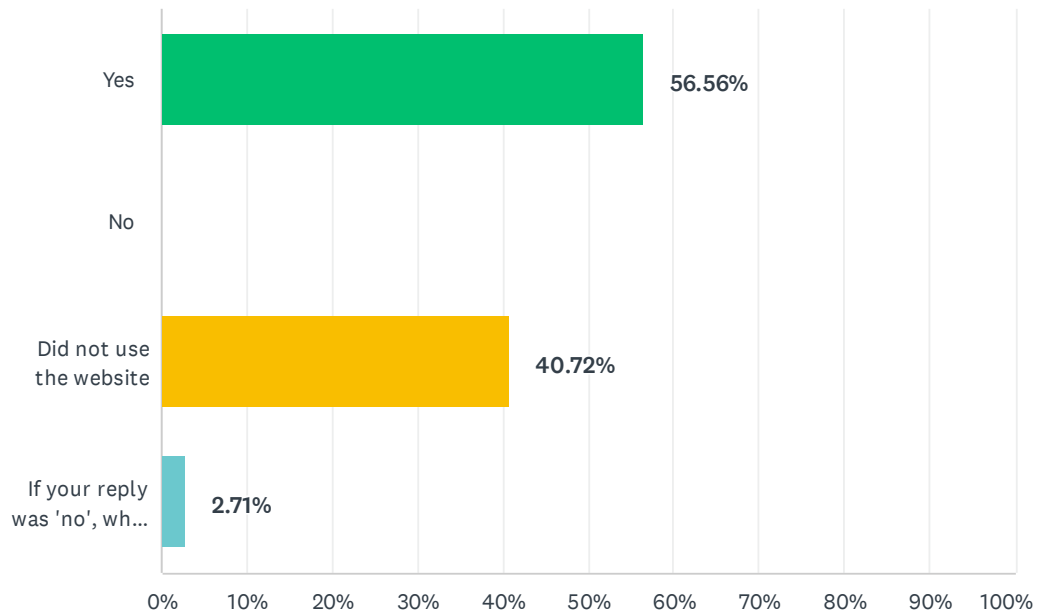
Q15 How would you rate the speed of the response from the UK European Consumer Centre?

Answered: 221 Skipped: 43



Q16 Did you find our website easy to use?

Answered: 221 Skipped: 43



Q17 Please use this opportunity to provide any additional comments or observations you have made when you have been in contact with the UK European Consumer Centre:

Answered: 113 Skipped: 151

Q18 Do you have any suggestions as to how we can improve on the service we provide?

Answered: 72 Skipped: 192

Q19 How easy was it for you to contact us?

Answered: 219 Skipped: 45

