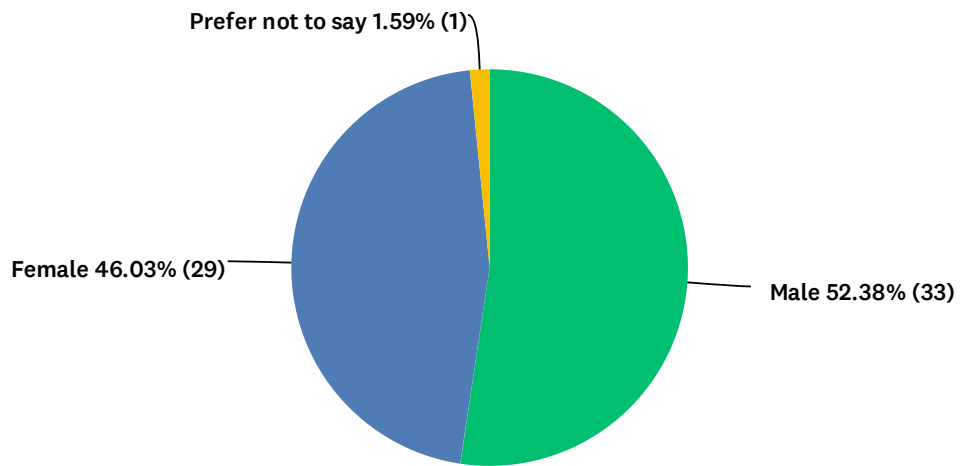


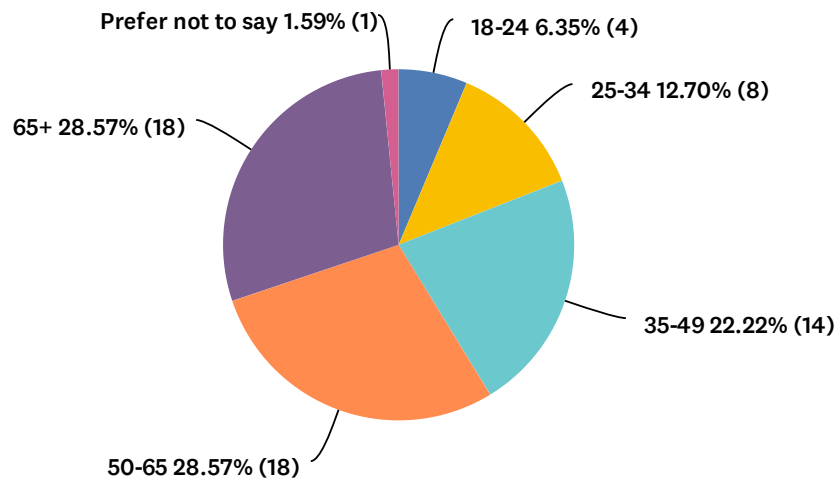
Q1 What is your Gender?

Answered: 63 Skipped: 0



Q2 What is your age?

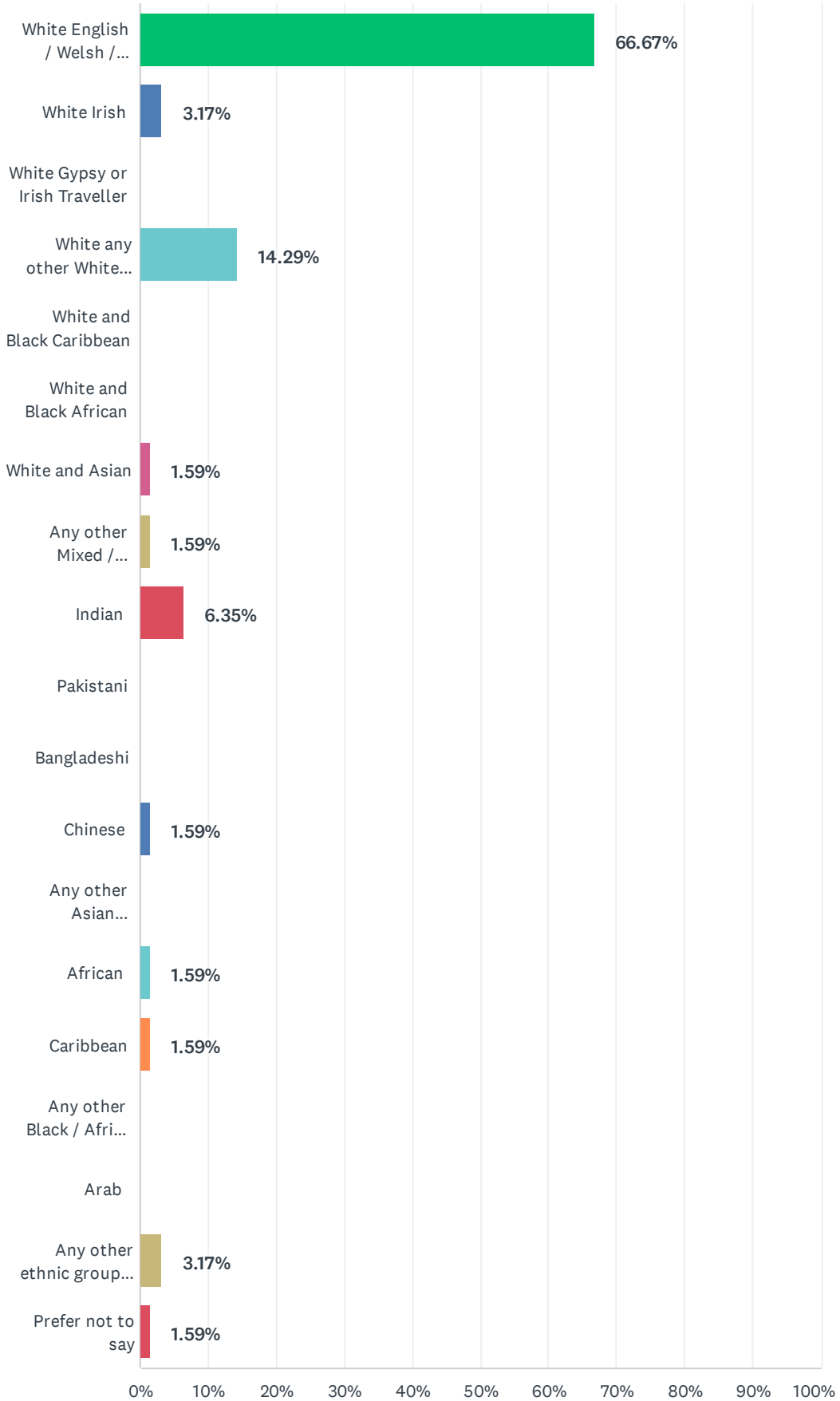
Answered: 63 Skipped: 0



Q3 What is your ethnic group?

Answered: 63 Skipped: 0

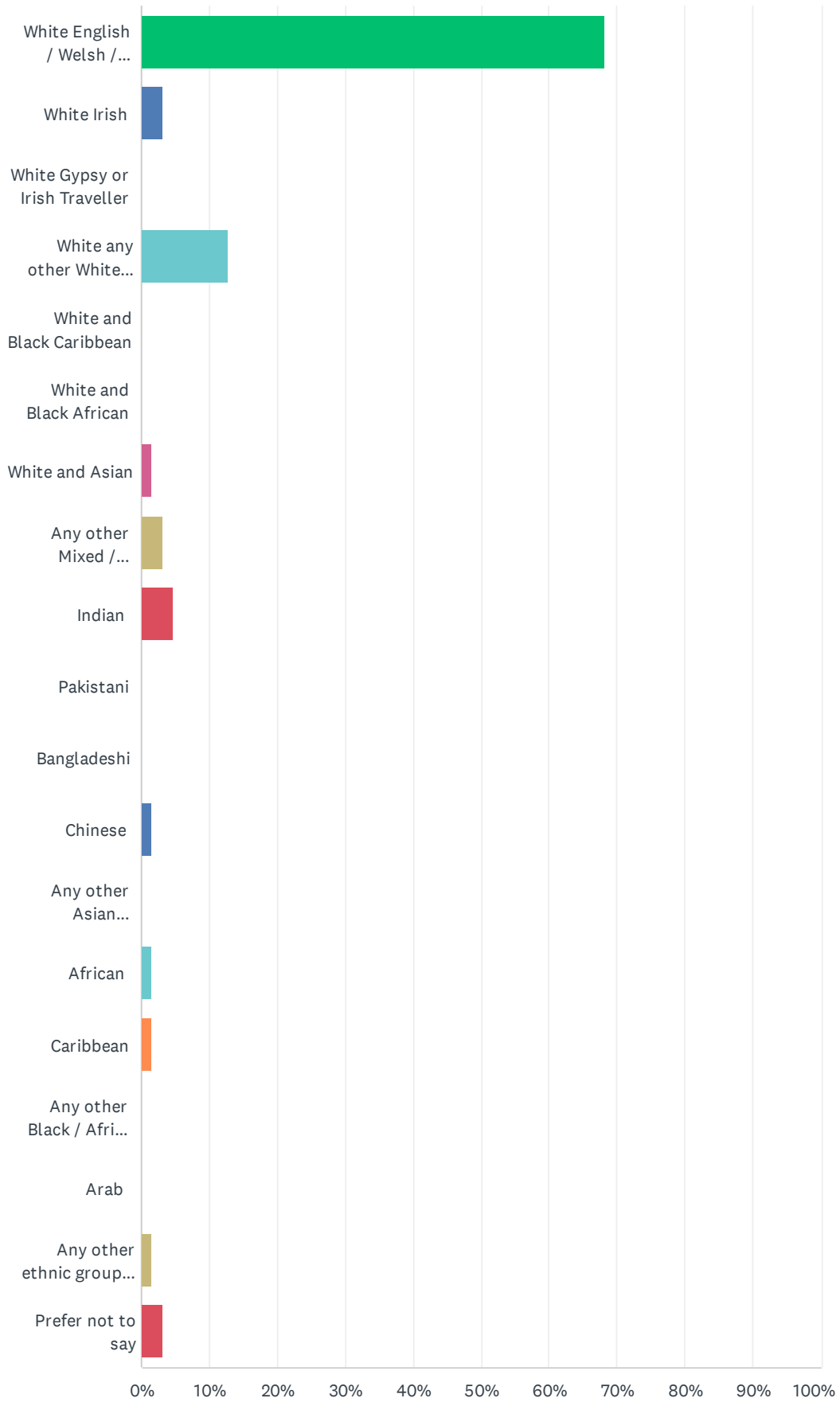
UK European Consumer Centre - Customer Satisfaction Survey



Q4 What is your ethnic group?

Answered: 63 Skipped: 0

UK European Consumer Centre - Customer Satisfaction Survey

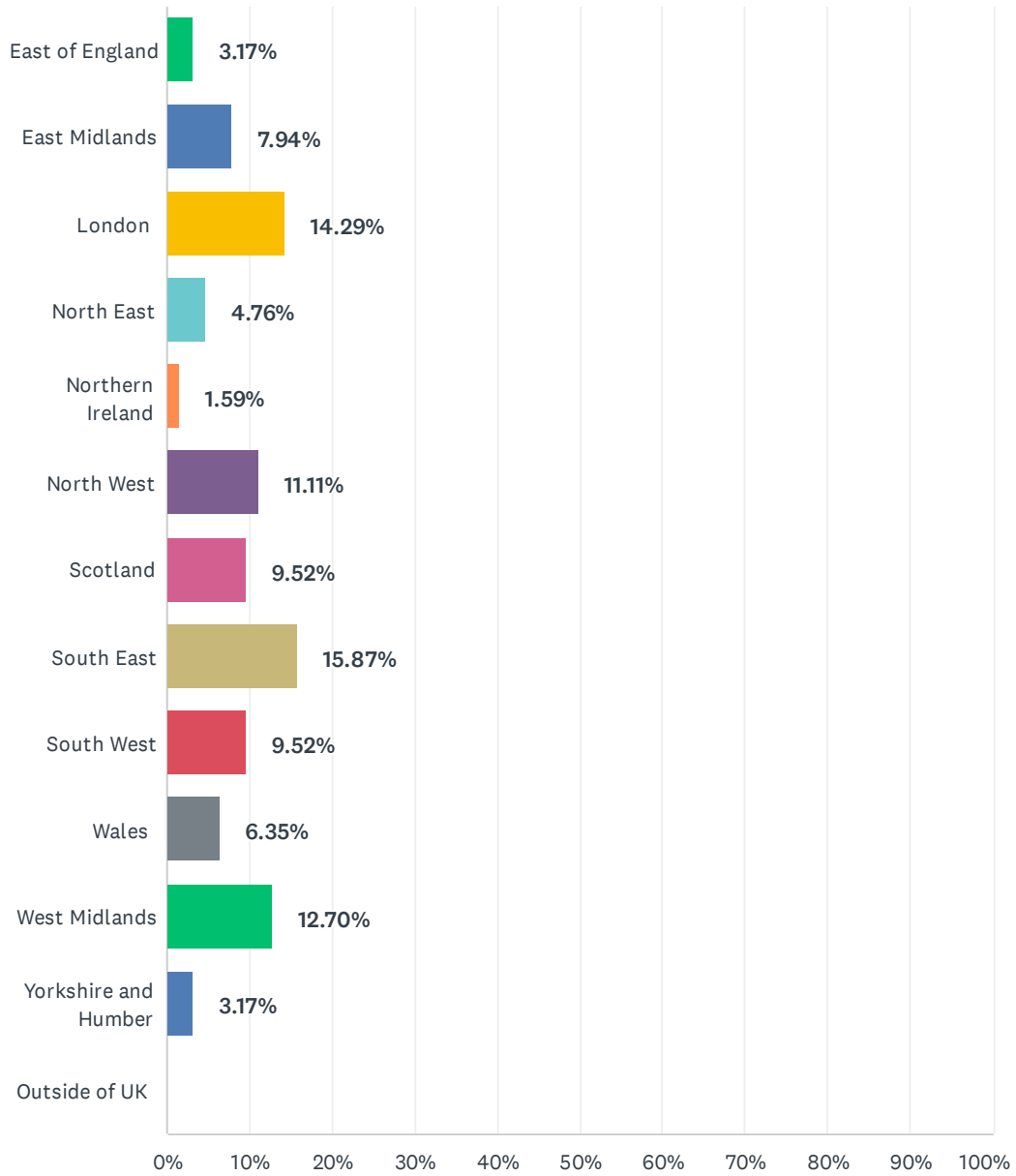


UK European Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
White English / Welsh / Scottish / Northern Irish / British	68.25%	43
White Irish	3.17%	2
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	12.70%	8
White and Black Caribbean	0.00%	0
White and Black African	0.00%	0
White and Asian	1.59%	1
Any other Mixed / Multiple ethnic background, please describe below	3.17%	2
Indian	4.76%	3
Pakistani	0.00%	0
Bangladeshi	0.00%	0
Chinese	1.59%	1
Any other Asian background, please describe below	0.00%	0
African	1.59%	1
Caribbean	1.59%	1
Any other Black / African / Caribbean background, please describe below	0.00%	0
Arab	0.00%	0
Any other ethnic group, please describe below	1.59%	1
Prefer not to say	3.17%	2
Total Respondents: 63		

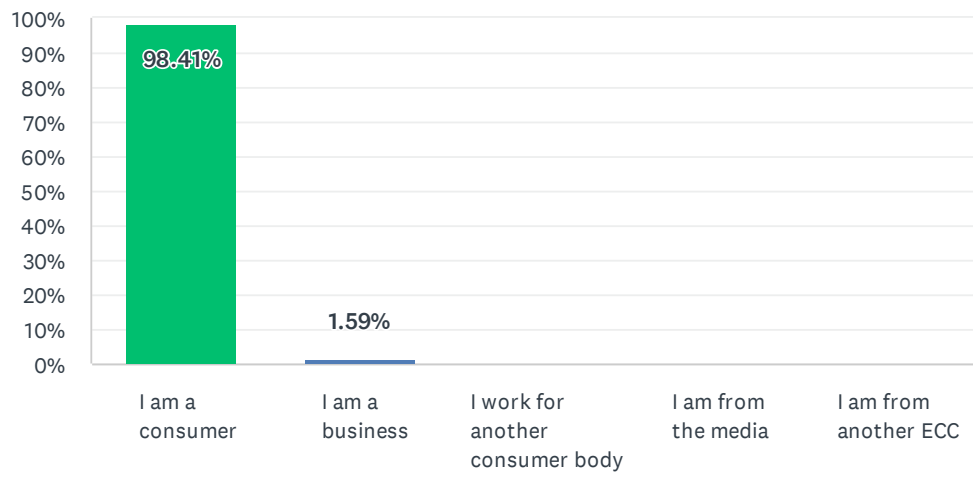
Q5 Which region do you live in?

Answered: 63 Skipped: 0



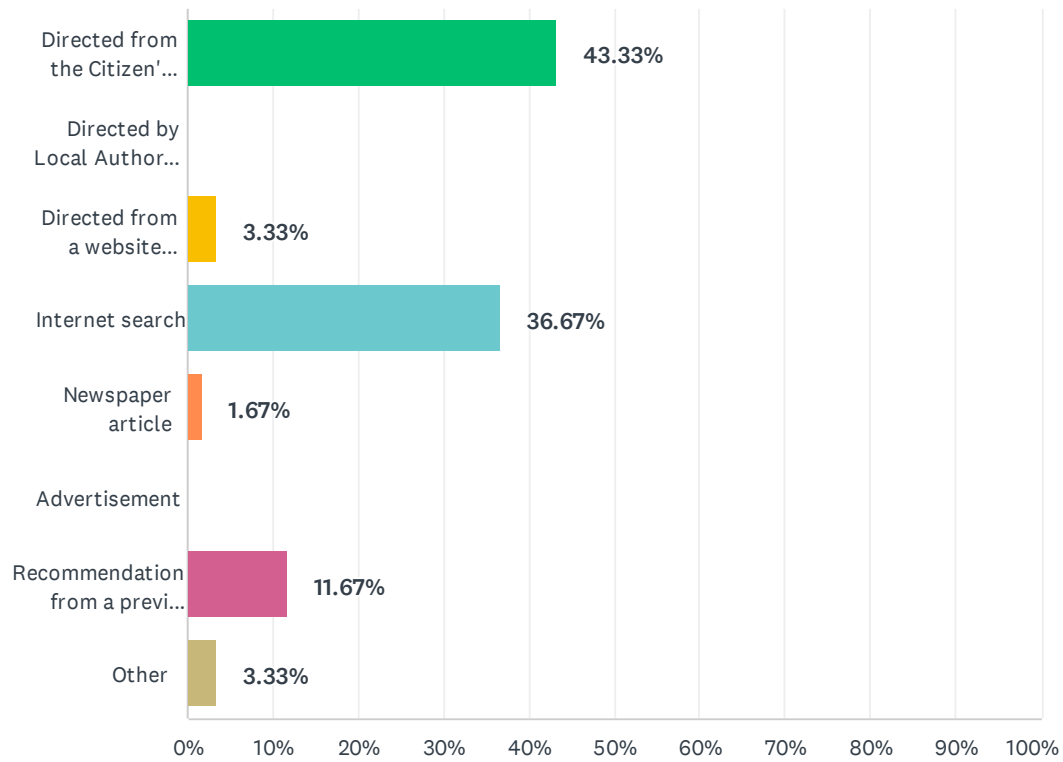
Q6 Which of the following best describes your reason for contacting us?

Answered: 63 Skipped: 0



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

Answered: 60 Skipped: 3

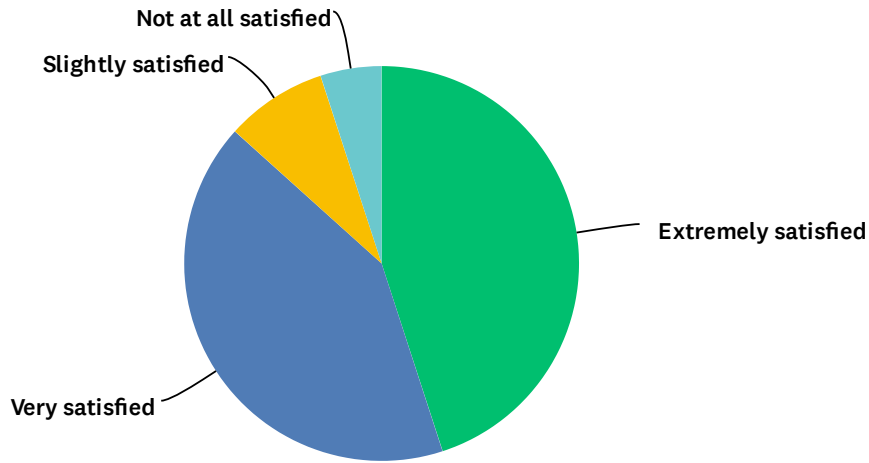


Q8 Please provide a reference number if you have had or currently have a case with the UK European Consumer Centre

Answered: 34 Skipped: 29

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

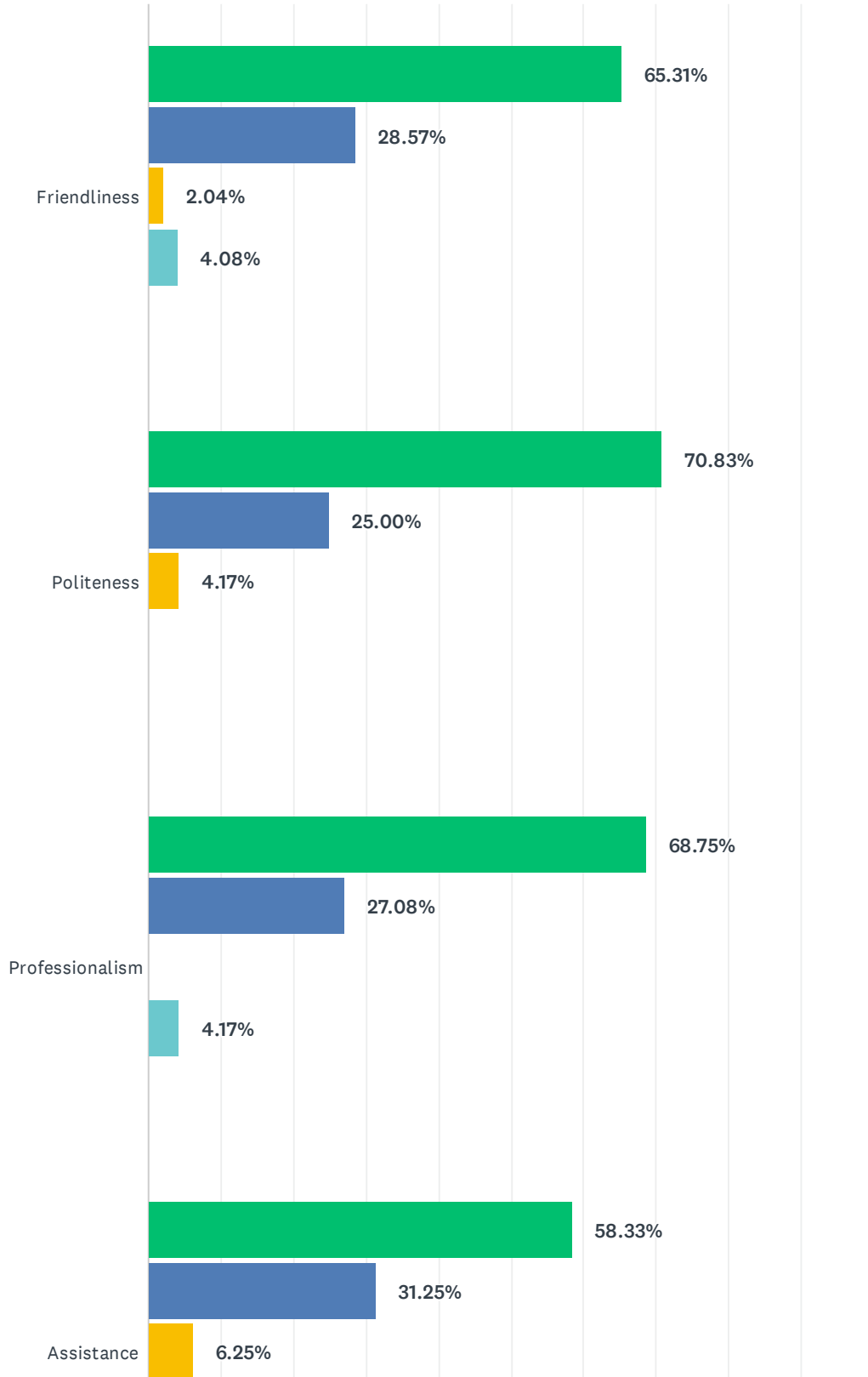
Answered: 60 Skipped: 3



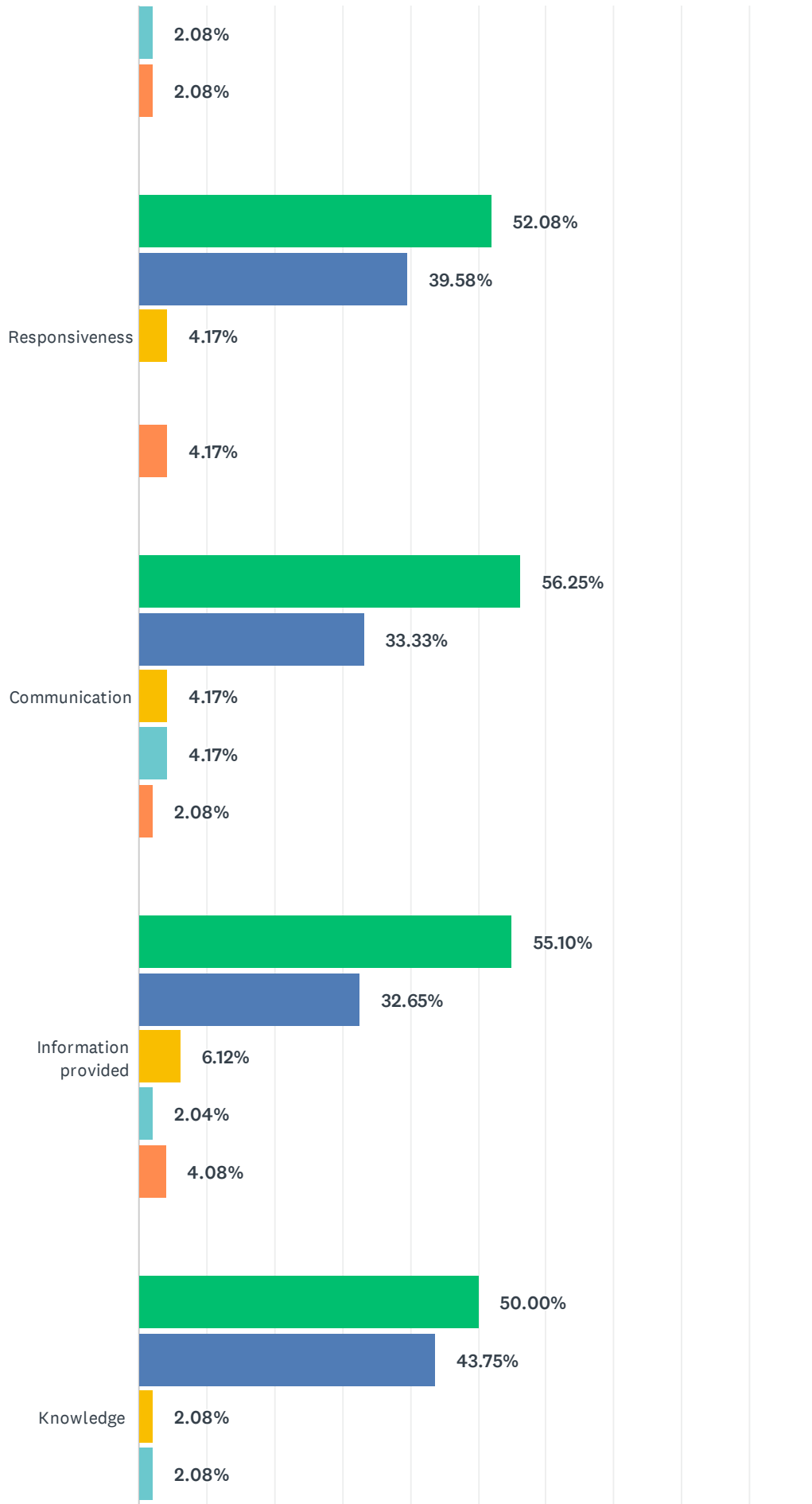
ANSWER CHOICES	RESPONSES	
Extremely satisfied	45.00%	27
Very satisfied	41.67%	25
Slightly satisfied	8.33%	5
Not at all satisfied	5.00%	3
TOTAL		60

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

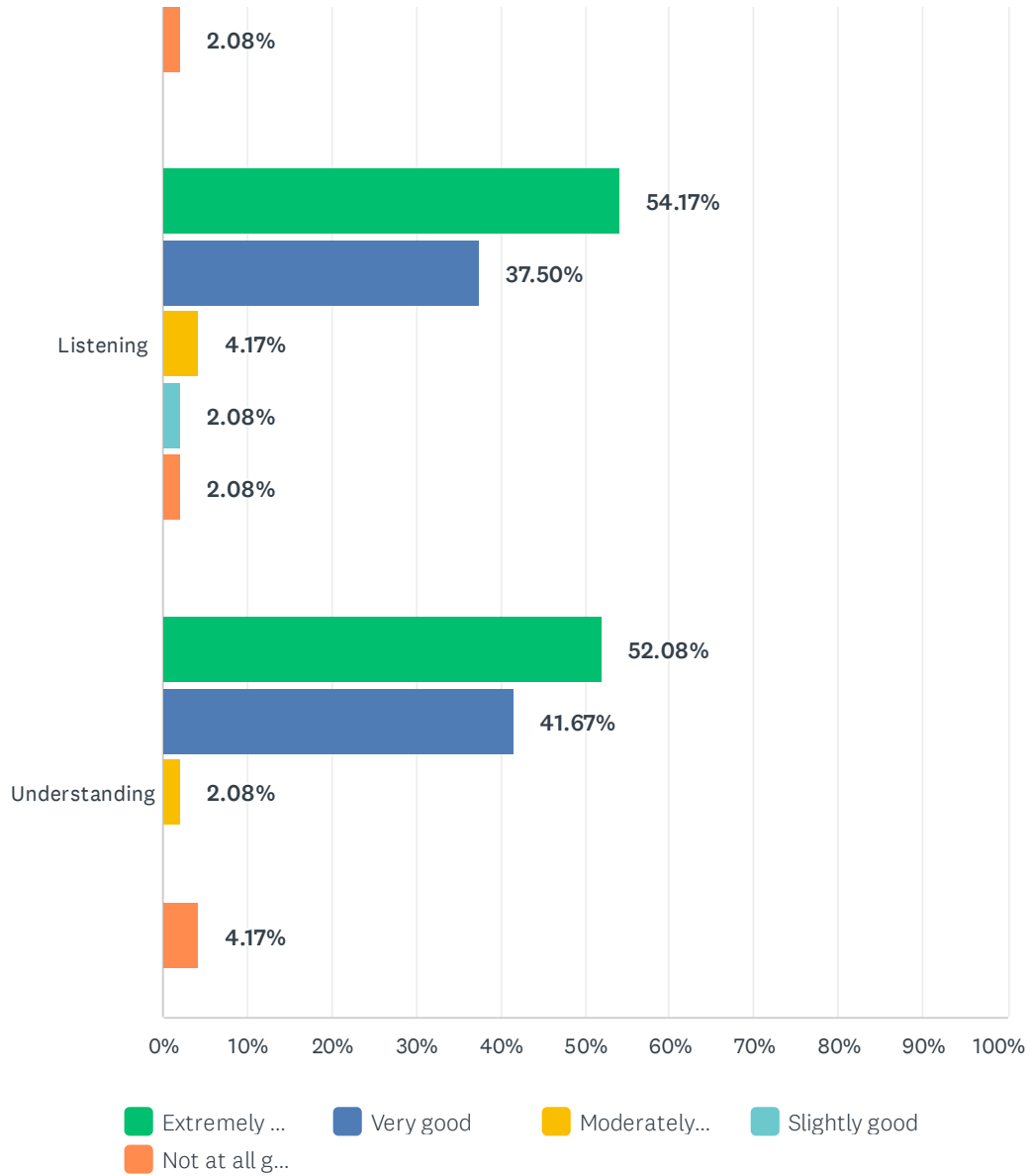
Answered: 50 Skipped: 13



UK European Consumer Centre - Customer Satisfaction Survey

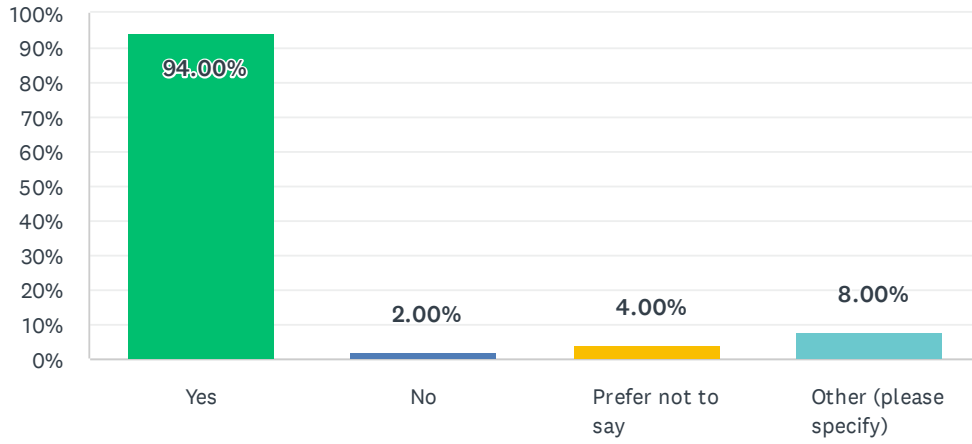


UK European Consumer Centre - Customer Satisfaction Survey



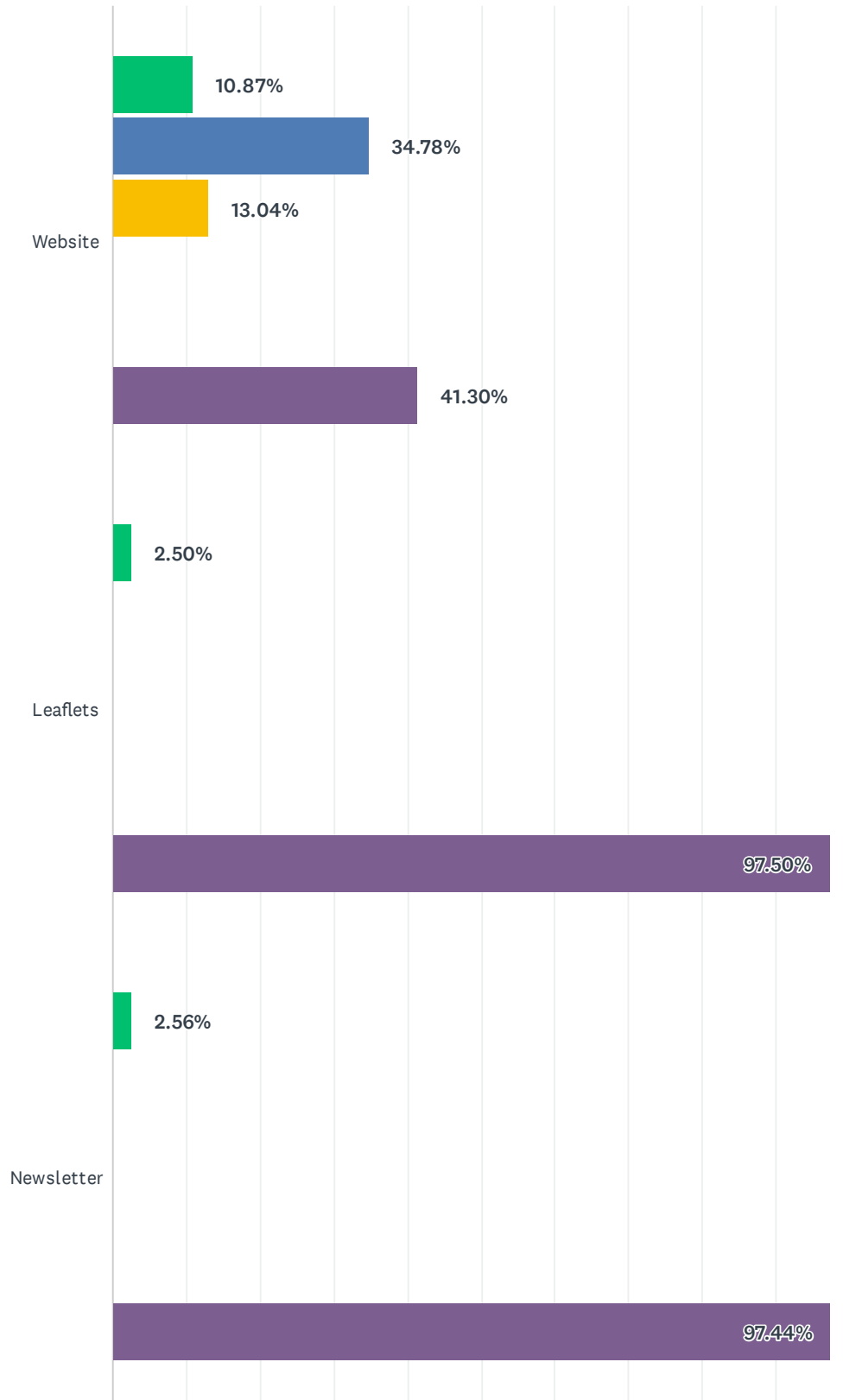
Q11 Do you feel that the UK European Consumer Centre treated you fairly?

Answered: 50 Skipped: 13

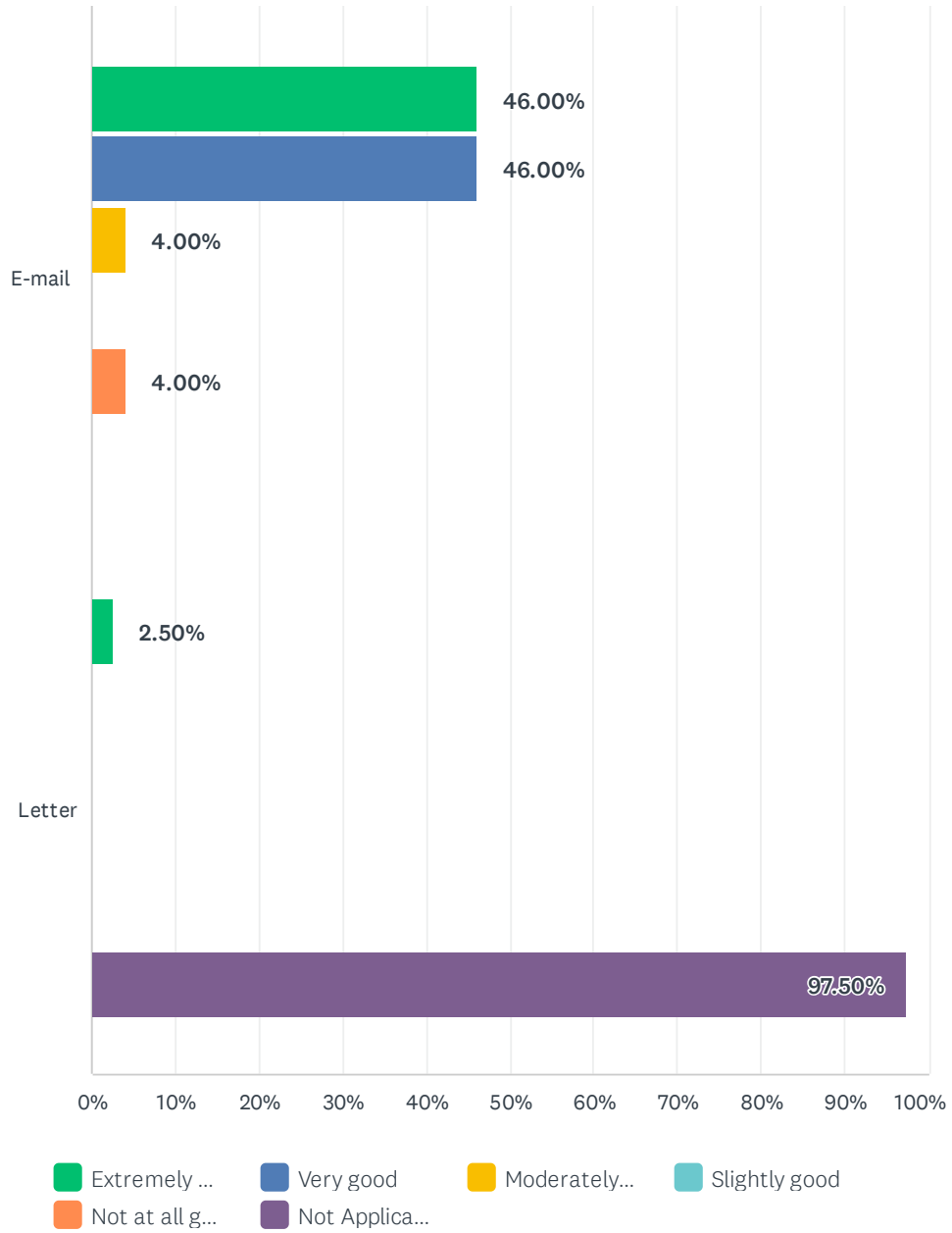


Q12 Please rate the UK European Consumer Centre in the following areas:

Answered: 50 Skipped: 13

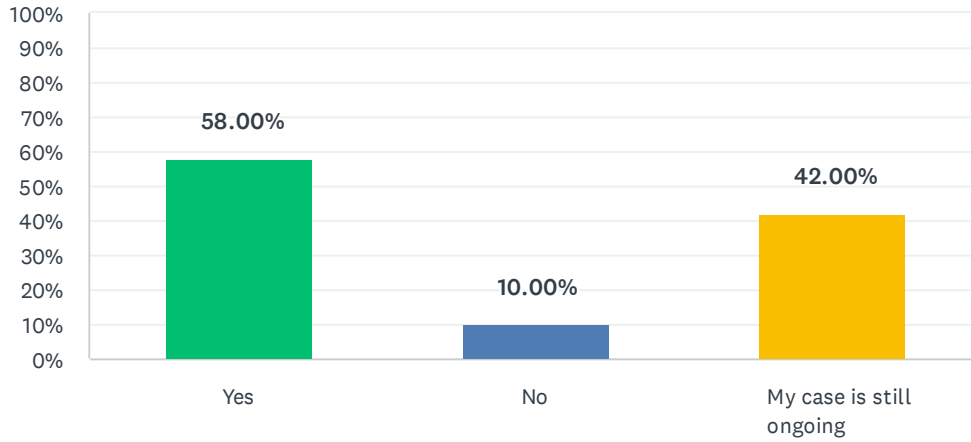


UK European Consumer Centre - Customer Satisfaction Survey



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: 50 Skipped: 13

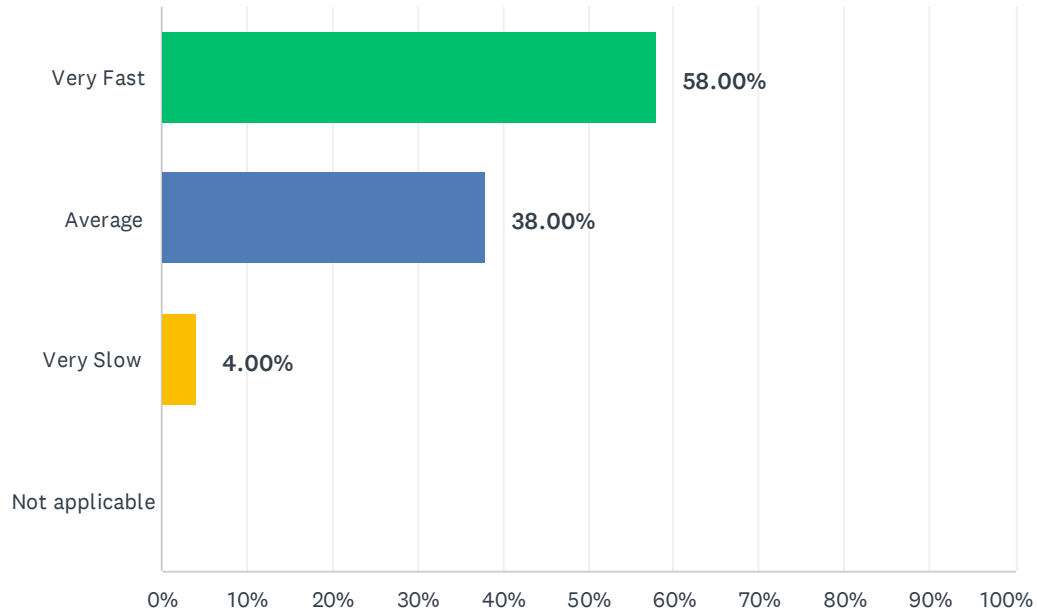


Q14 If your case was resolved, please provide an estimated value of how much you recovered.

Answered: 16 Skipped: 47

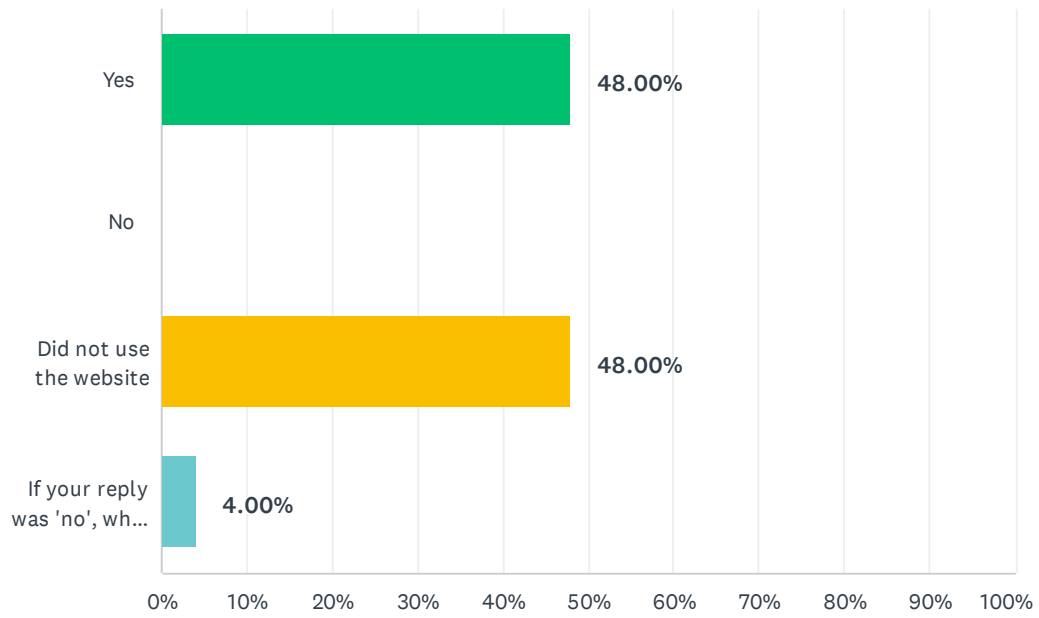
Q15 How would you rate the speed of the response from the UK European Consumer Centre?

Answered: 50 Skipped: 13



Q16 Did you find our website easy to use?

Answered: 50 Skipped: 13



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: 22 Skipped: 41

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

Answered: 15 Skipped: 48

Q19 How easy was it for you to contact us?

Answered: 49 Skipped: 14

