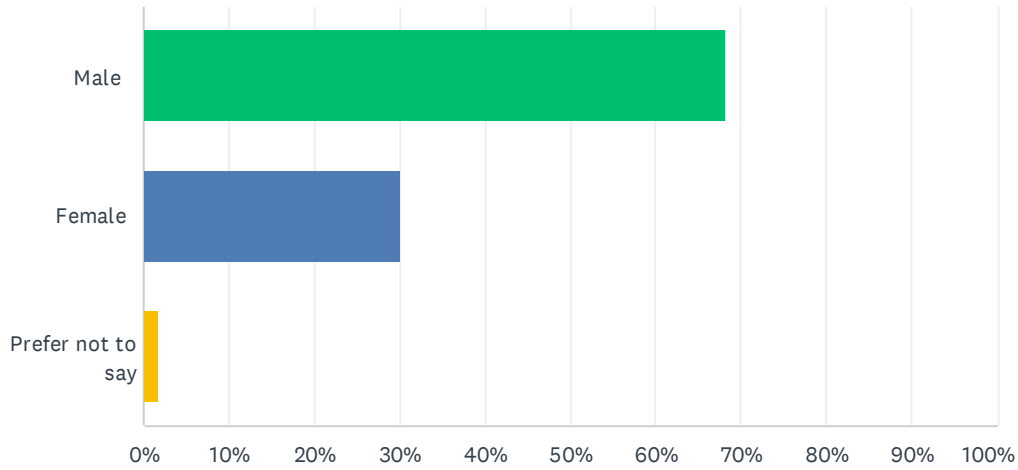


Q1 What is your Gender?

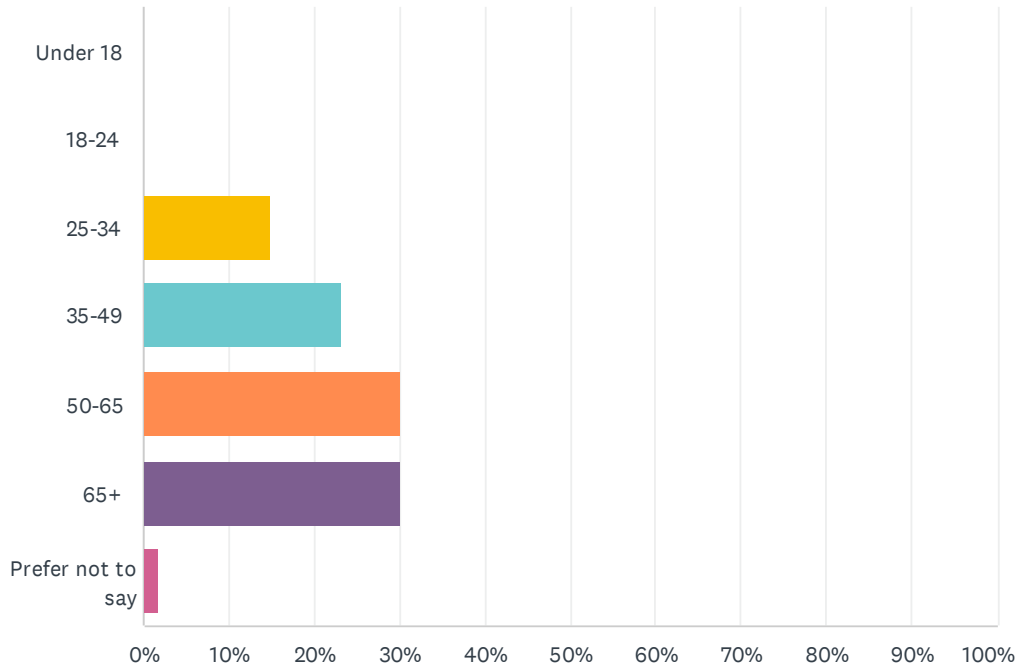
Answered: 60 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	68.33%	41
Female	30.00%	18
Prefer not to say	1.67%	1
TOTAL		60

Q2 What is your age?

Answered: 60 Skipped: 0

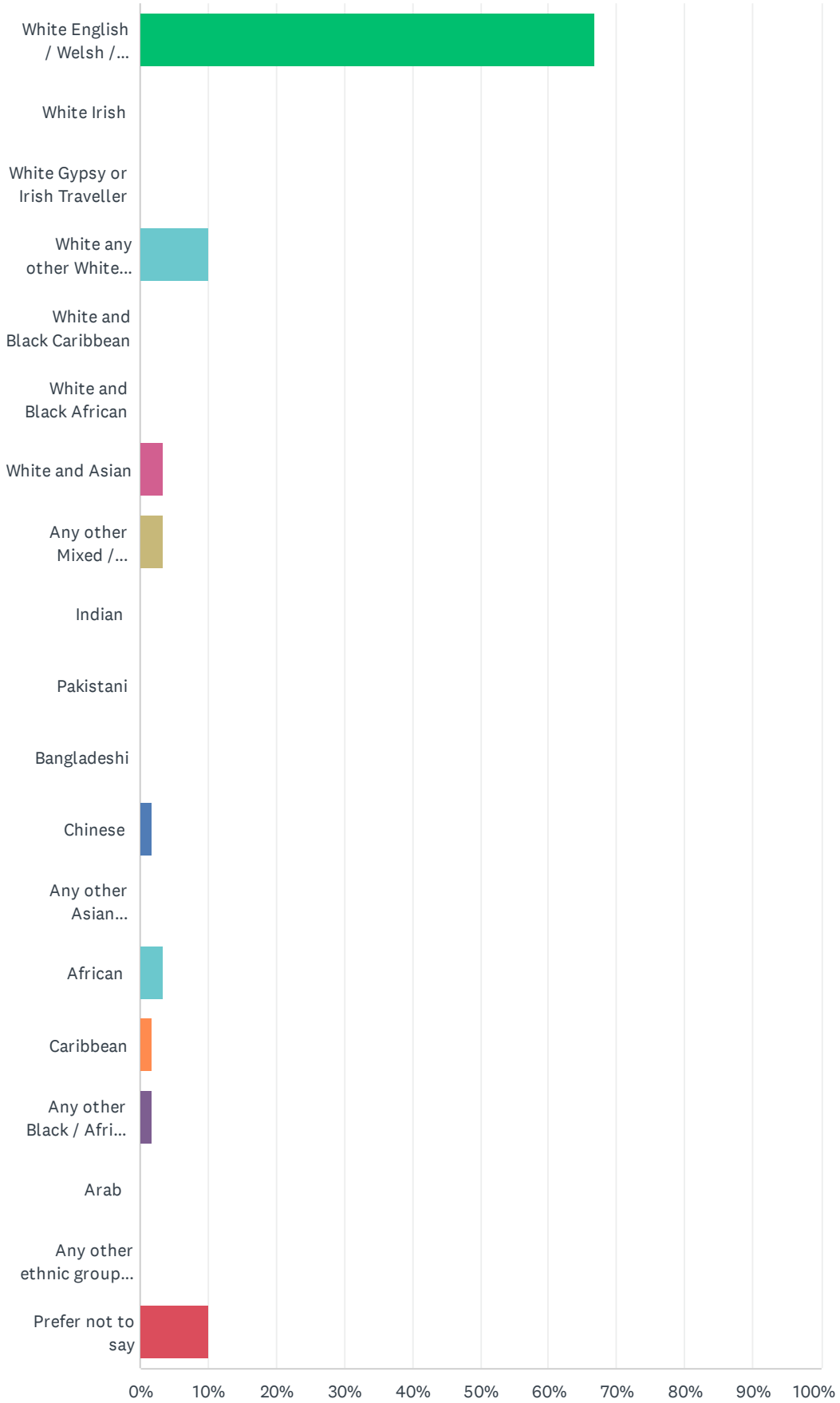


ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	0.00%	0
25-34	15.00%	9
35-49	23.33%	14
50-65	30.00%	18
65+	30.00%	18
Prefer not to say	1.67%	1
TOTAL		60

Q3 What is your ethnic group?

Answered: 60 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	66.67%	40
White Irish	0.00%	0
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	10.00%	6
White and Black Caribbean	0.00%	0
White and Black African	0.00%	0
White and Asian	3.33%	2
Any other Mixed / Multiple ethnic background, please describe below	3.33%	2
Indian	0.00%	0
Pakistani	0.00%	0
Bangladeshi	0.00%	0
Chinese	1.67%	1
Any other Asian background, please describe below	0.00%	0
African	3.33%	2
Caribbean	1.67%	1
Any other Black / African / Caribbean background, please describe below	1.67%	1
Arab	0.00%	0
Any other ethnic group, please describe below	0.00%	0
Prefer not to say	10.00%	6
Total Respondents: 60		

Q4 Which region do you live in?

Answered: 60 Skipped: 0

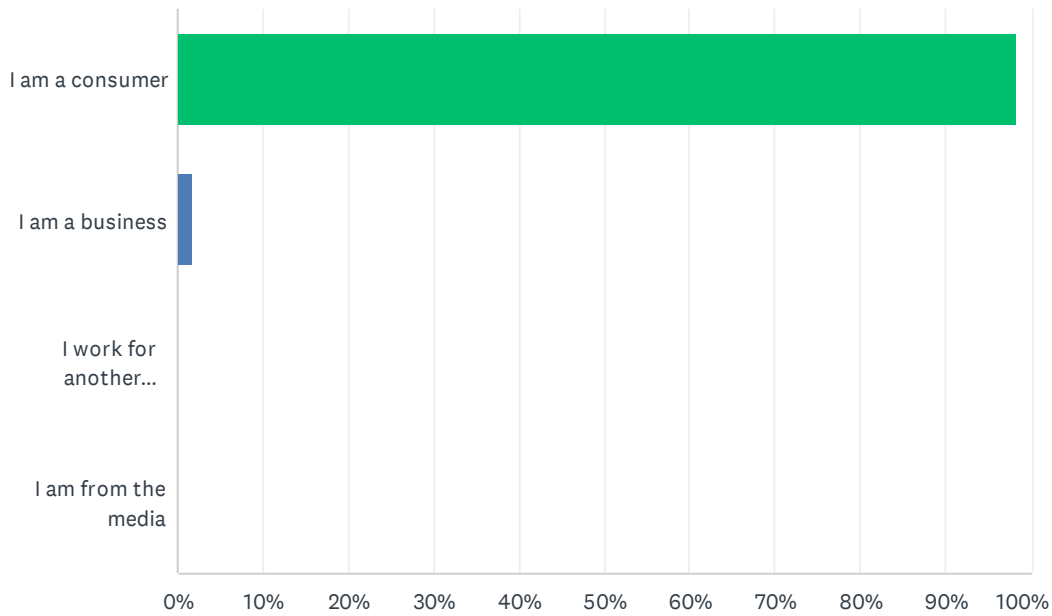


UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
East of England	8.33%	5
East Midlands	0.00%	0
London	18.33%	11
North East	5.00%	3
Northern Ireland	1.67%	1
North West	8.33%	5
Scotland	10.00%	6
South East	6.67%	4
South West	11.67%	7
Wales	10.00%	6
West Midlands	3.33%	2
Yorkshire and Humber	5.00%	3
Outside of UK	11.67%	7
TOTAL		60

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

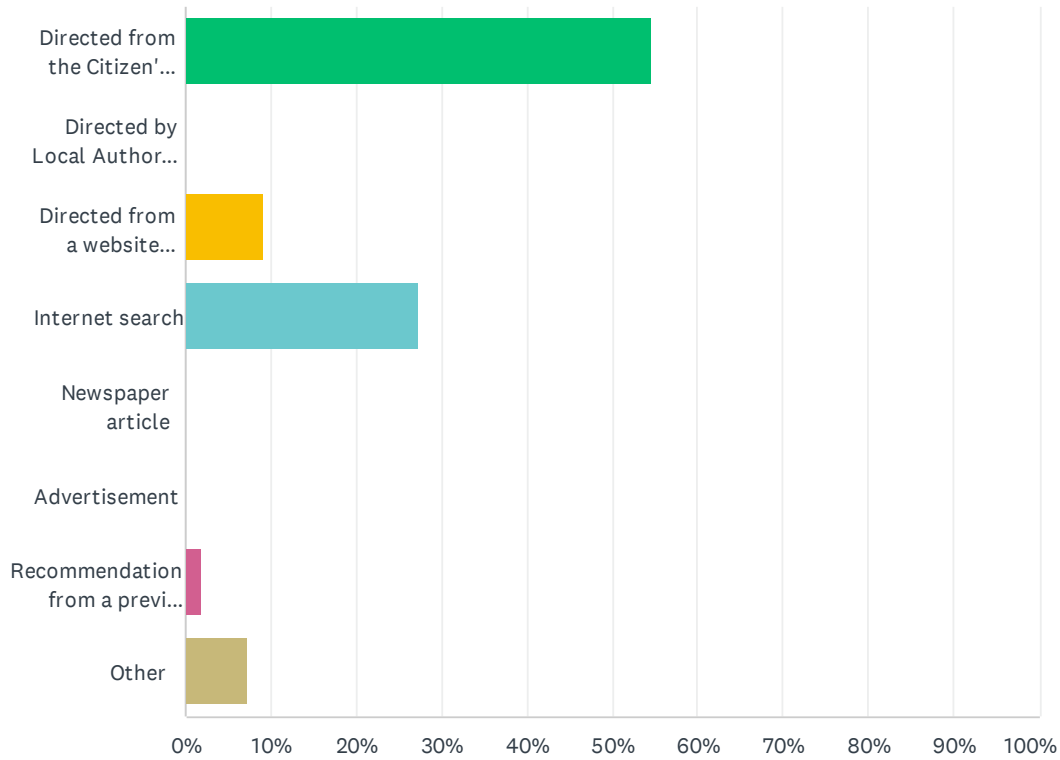
Answered: 60 Skipped: 0



ANSWER CHOICES	RESPONSES	
I am a consumer	98.33%	59
I am a business	1.67%	1
I work for another consumer body	0.00%	0
I am from the media	0.00%	0
TOTAL		60

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

Answered: 55 Skipped: 5



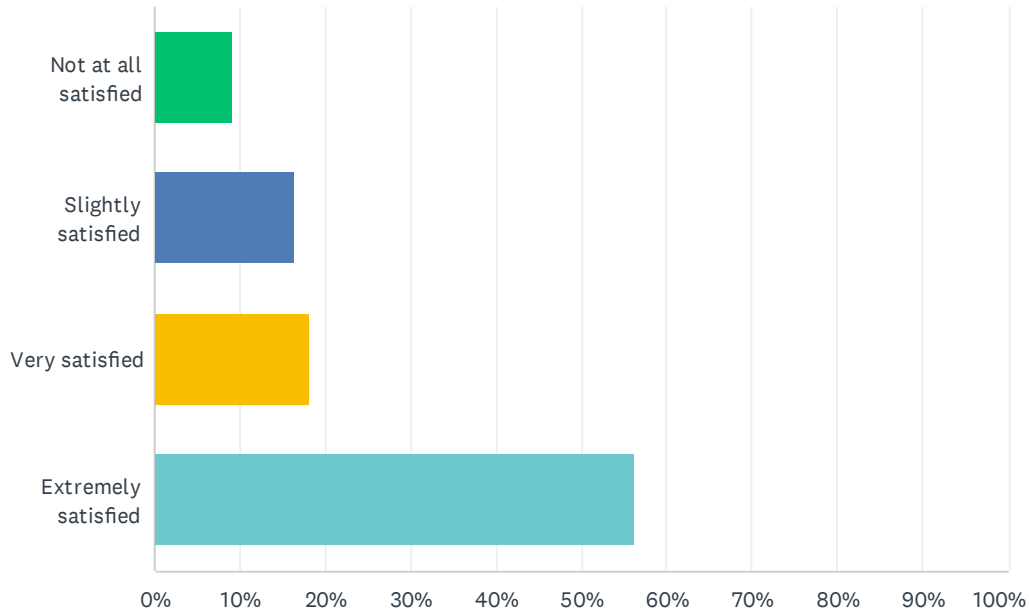
ANSWER CHOICES	RESPONSES	
Directed from the Citizen's Advice Consumer Service or other consumer body	54.55%	30
Directed by Local Authority or Local Council	0.00%	0
Directed from a website (other than our own)	9.09%	5
Internet search	27.27%	15
Newspaper article	0.00%	0
Advertisement	0.00%	0
Recommendation from a previous user	1.82%	1
Other	7.27%	4
TOTAL		55

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

Answered: 32 Skipped: 28

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

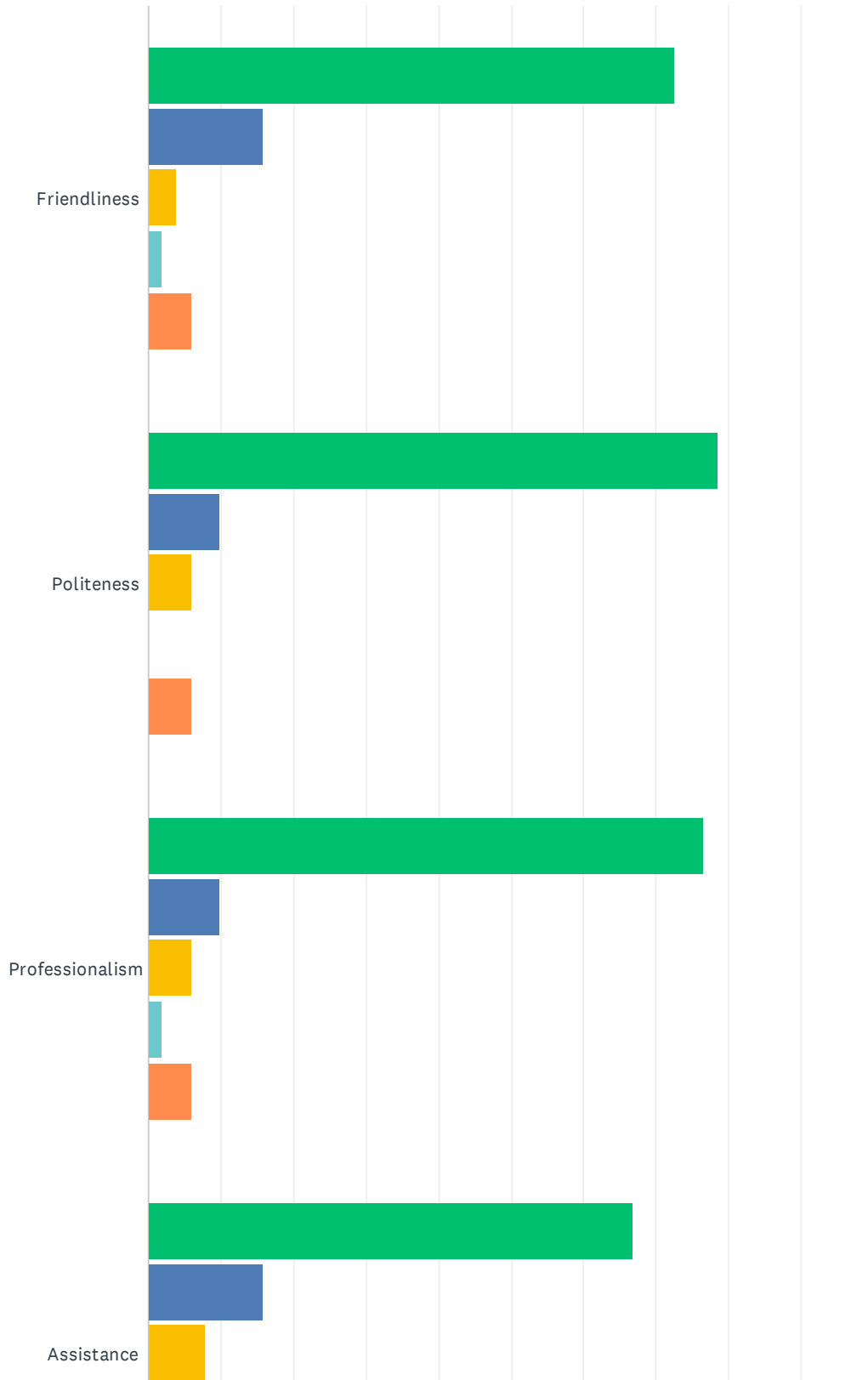
Answered: 55 Skipped: 5



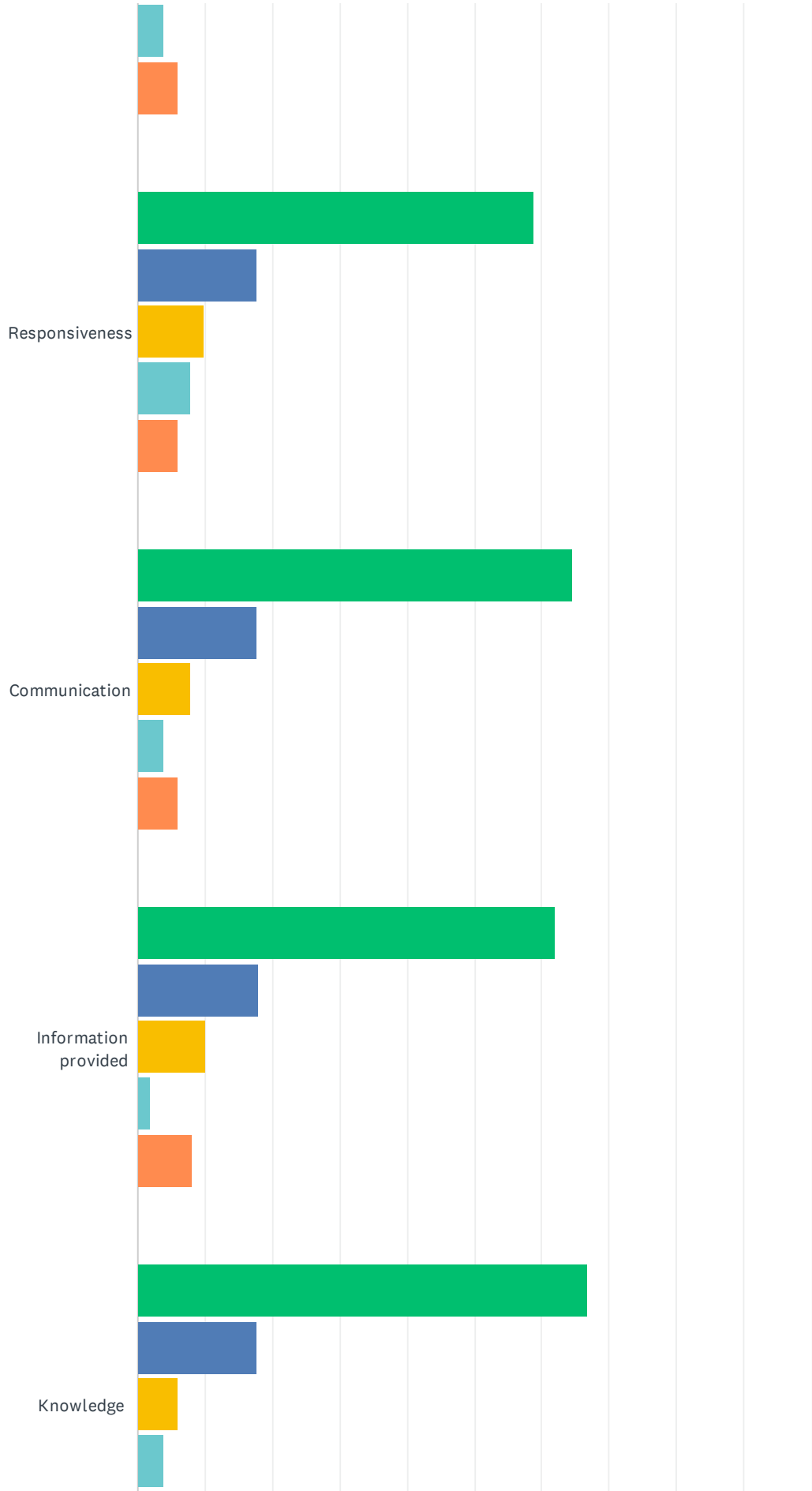
ANSWER CHOICES	RESPONSES	
Not at all satisfied	9.09%	5
Slightly satisfied	16.36%	9
Very satisfied	18.18%	10
Extremely satisfied	56.36%	31
TOTAL		55

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

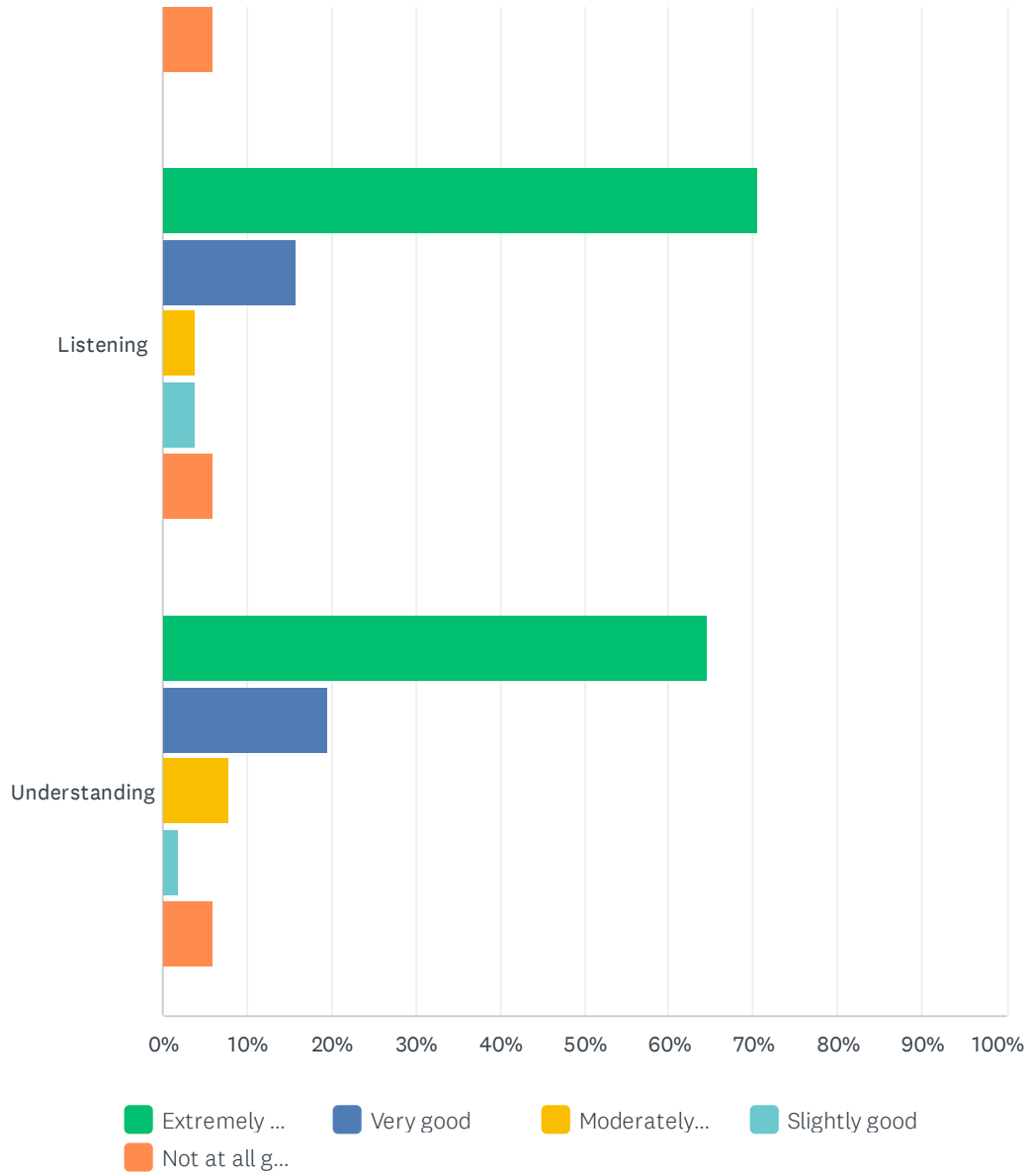
Answered: 51 Skipped: 9



UK International Consumer Centre - Customer Satisfaction Survey



UK International Consumer Centre - Customer Satisfaction Survey

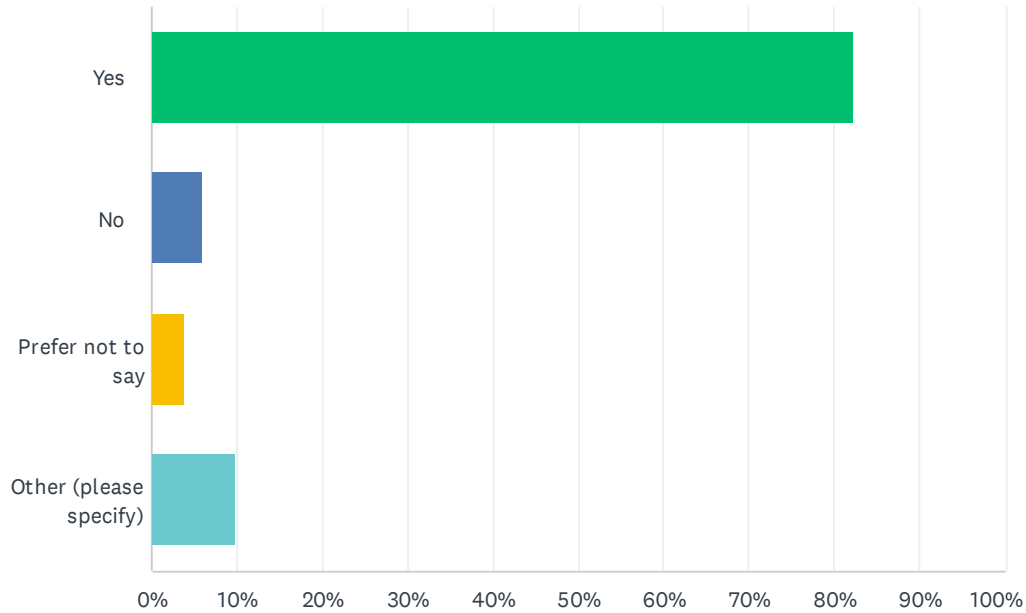


UK International Consumer Centre - Customer Satisfaction Survey

	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	TOTAL
Friendliness	72.55% 37	15.69% 8	3.92% 2	1.96% 1	5.88% 3	51
Politeness	78.43% 40	9.80% 5	5.88% 3	0.00% 0	5.88% 3	51
Professionalism	76.47% 39	9.80% 5	5.88% 3	1.96% 1	5.88% 3	51
Assistance	66.67% 34	15.69% 8	7.84% 4	3.92% 2	5.88% 3	51
Responsiveness	58.82% 30	17.65% 9	9.80% 5	7.84% 4	5.88% 3	51
Communication	64.71% 33	17.65% 9	7.84% 4	3.92% 2	5.88% 3	51
Information provided	62.00% 31	18.00% 9	10.00% 5	2.00% 1	8.00% 4	50
Knowledge	66.67% 34	17.65% 9	5.88% 3	3.92% 2	5.88% 3	51
Listening	70.59% 36	15.69% 8	3.92% 2	3.92% 2	5.88% 3	51
Understanding	64.71% 33	19.61% 10	7.84% 4	1.96% 1	5.88% 3	51

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

Answered: 51 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	82.35%	42
No	5.88%	3
Prefer not to say	3.92%	2
Other (please specify)	9.80%	5
Total Respondents: 51		

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

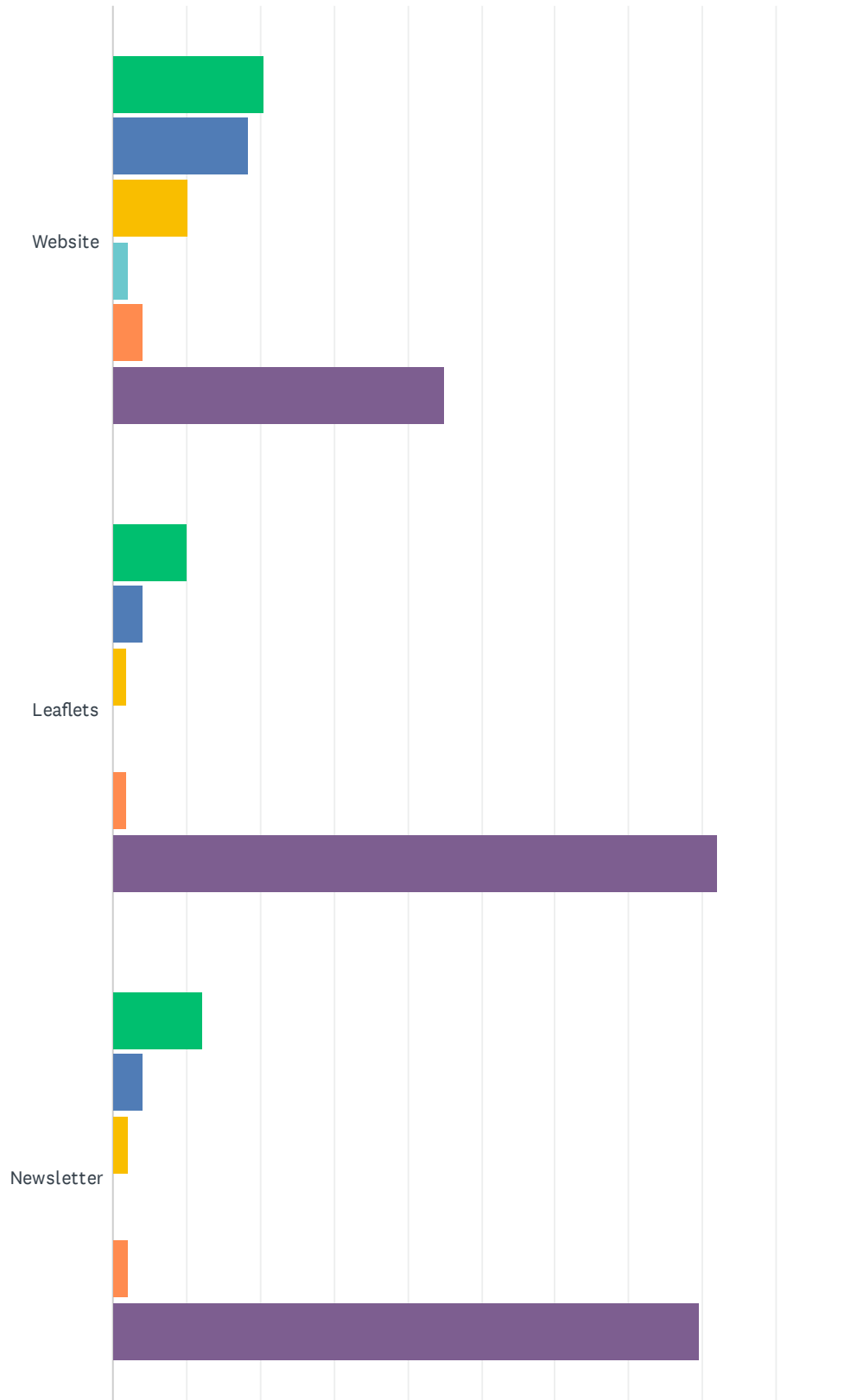
Answered: 51 Skipped: 9

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.

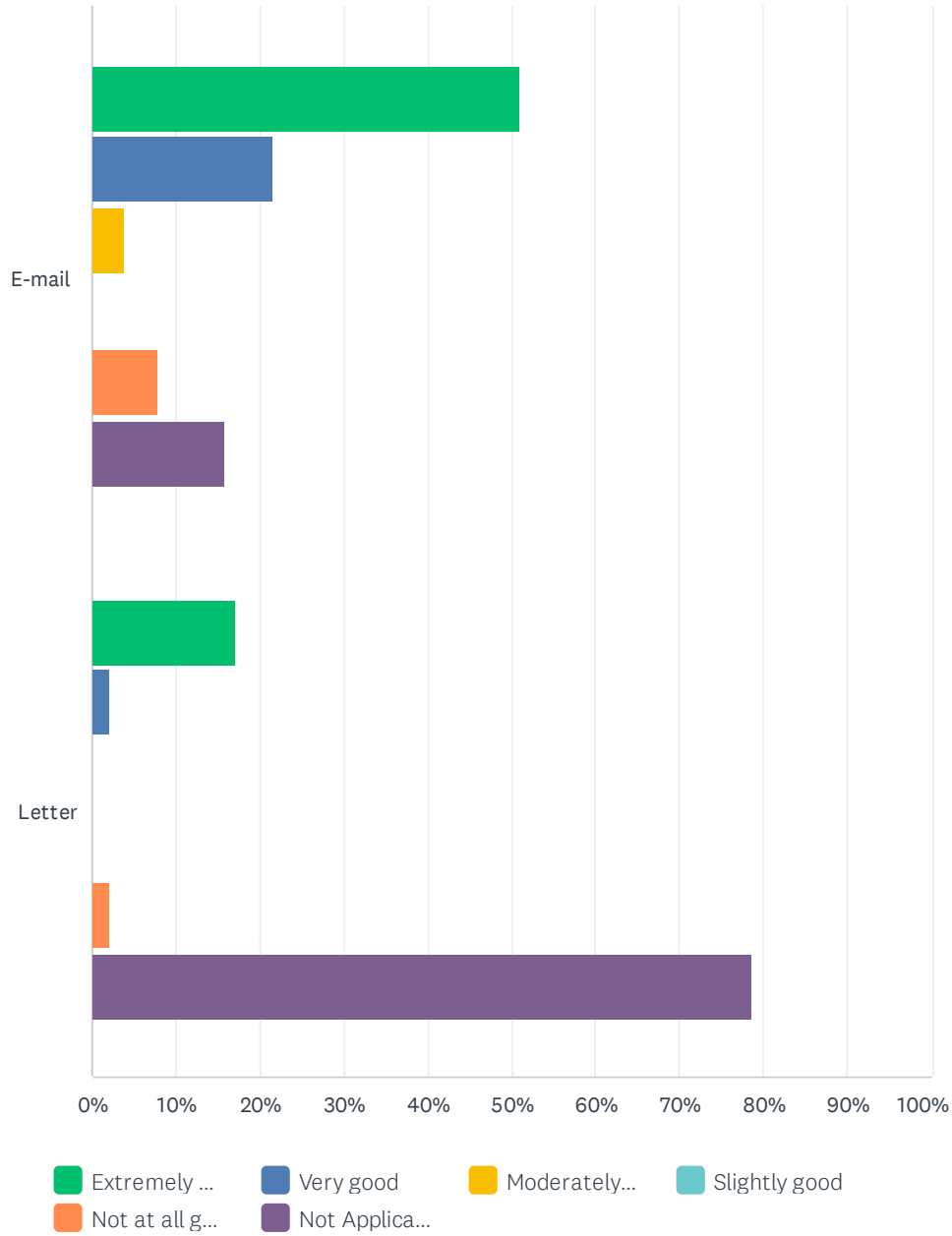
Answered: 51 Skipped: 9

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

Answered: 51 Skipped: 9



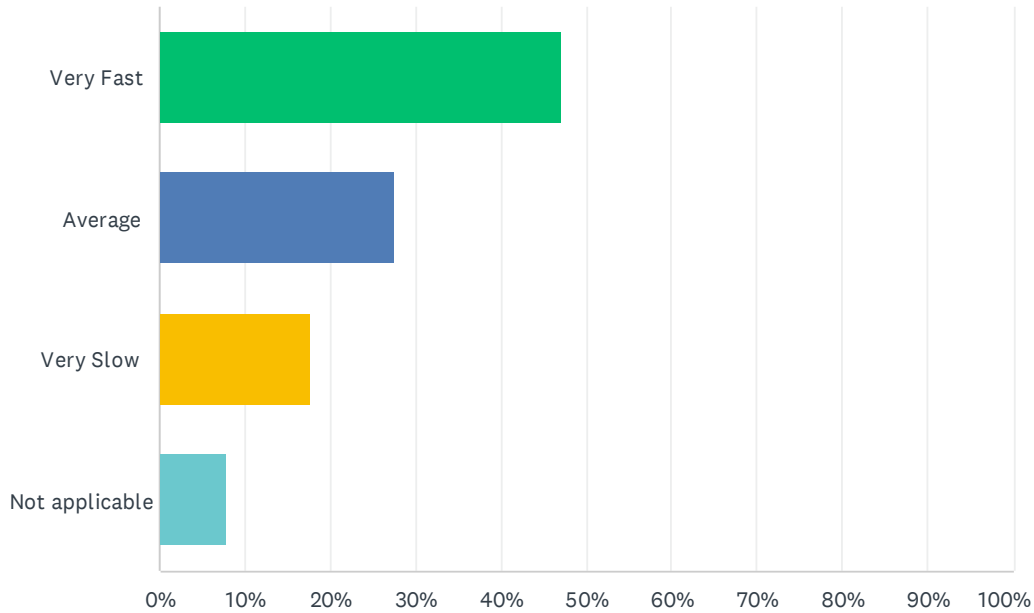
UK International Consumer Centre - Customer Satisfaction Survey



	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	NOT APPLICABLE	TOTAL
Website	20.41% 10	18.37% 9	10.20% 5	2.04% 1	4.08% 2	44.90% 22	49
Leaflets	10.00% 5	4.00% 2	2.00% 1	0.00% 0	2.00% 1	82.00% 41	50
Newsletter	12.24% 6	4.08% 2	2.04% 1	0.00% 0	2.04% 1	79.59% 39	49
E-mail	50.98% 26	21.57% 11	3.92% 2	0.00% 0	7.84% 4	15.69% 8	51
Letter	17.02% 8	2.13% 1	0.00% 0	0.00% 0	2.13% 1	78.72% 37	47

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

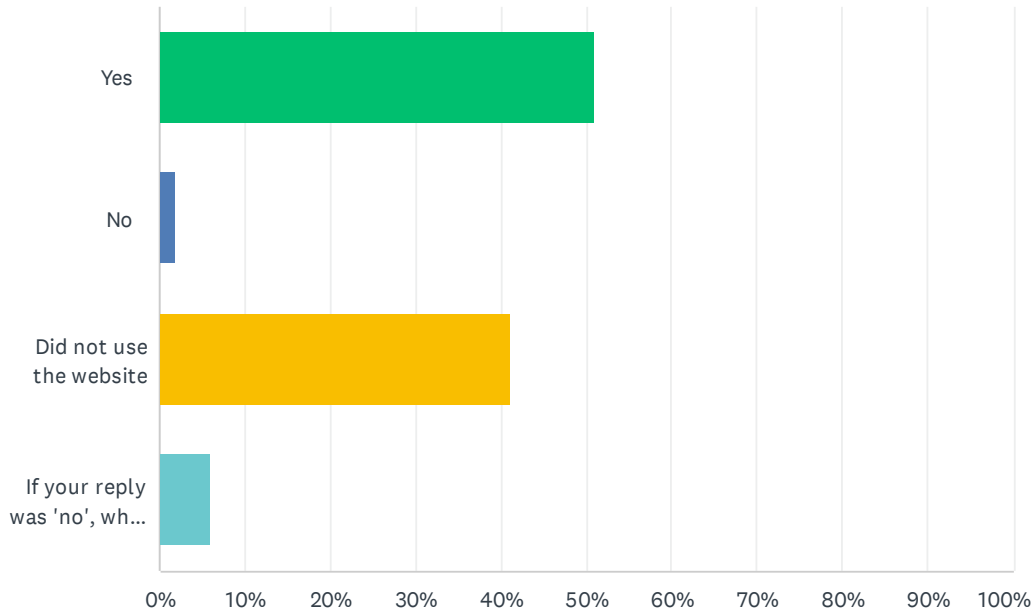
Answered: 51 Skipped: 9



ANSWER CHOICES	RESPONSES	
Very Fast	47.06%	24
Average	27.45%	14
Very Slow	17.65%	9
Not applicable	7.84%	4
TOTAL		51

Q15 Did you find our website easy to use?

Answered: 51 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	50.98%	26
No	1.96%	1
Did not use the website	41.18%	21
If your reply was 'no', what improvements would you recommend?	5.88%	3
TOTAL		51

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:

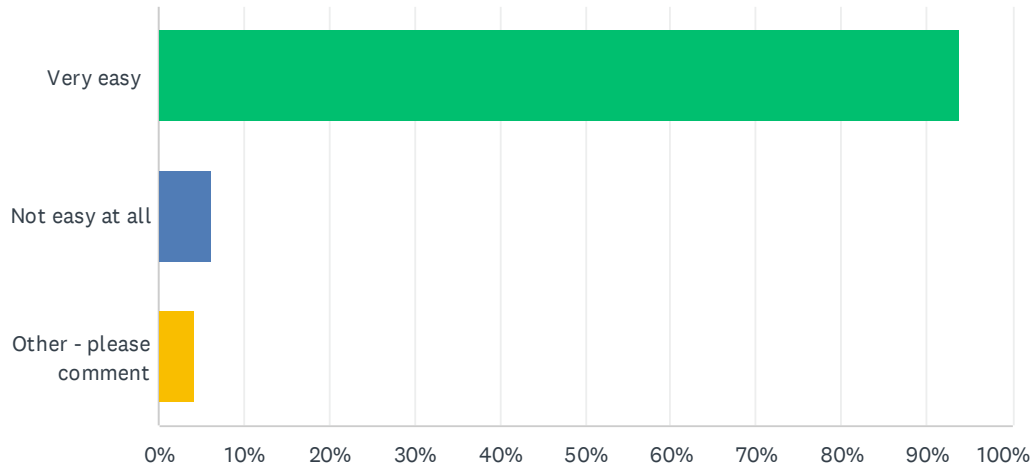
Answered: 30 Skipped: 30

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

Answered: 23 Skipped: 37

Q18 How easy was it for you to contact us?

Answered: 48 Skipped: 12



ANSWER CHOICES	RESPONSES	
Very easy	93.75%	45
Not easy at all	6.25%	3
Other - please comment	4.17%	2
Total Respondents: 48		

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: 24 Skipped: 36