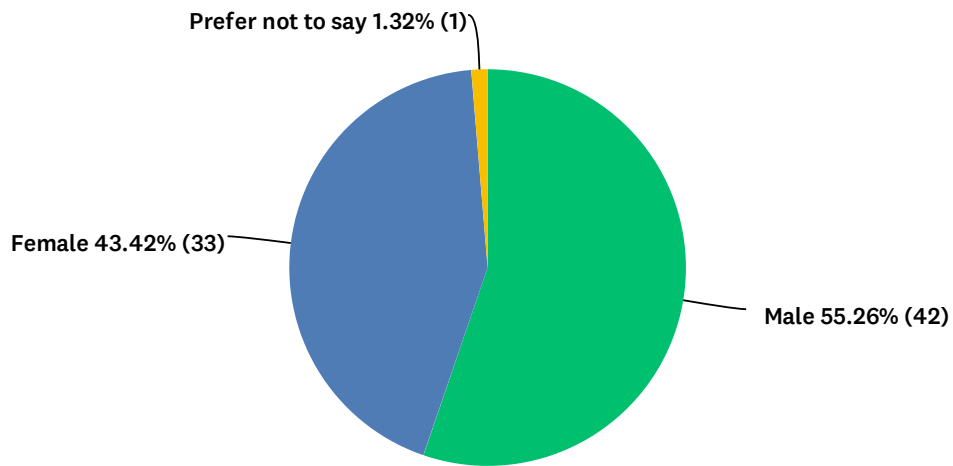


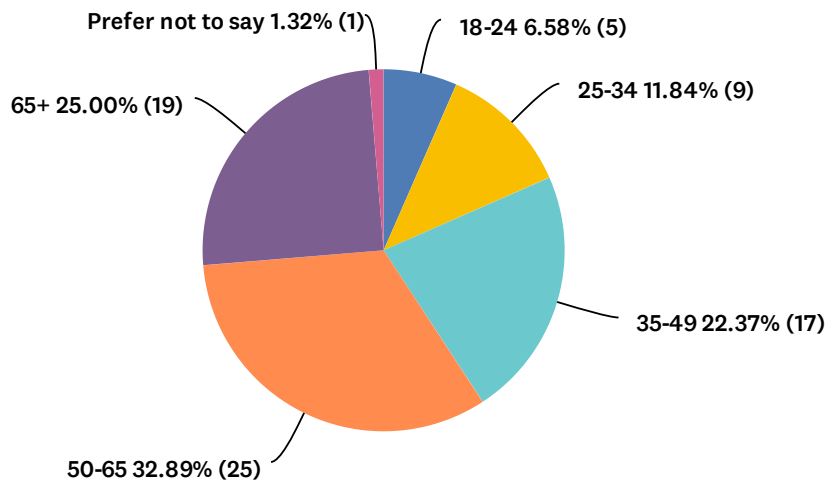
## Q1 What is your Gender?

Answered: 76 Skipped: 0



## Q2 What is your age?

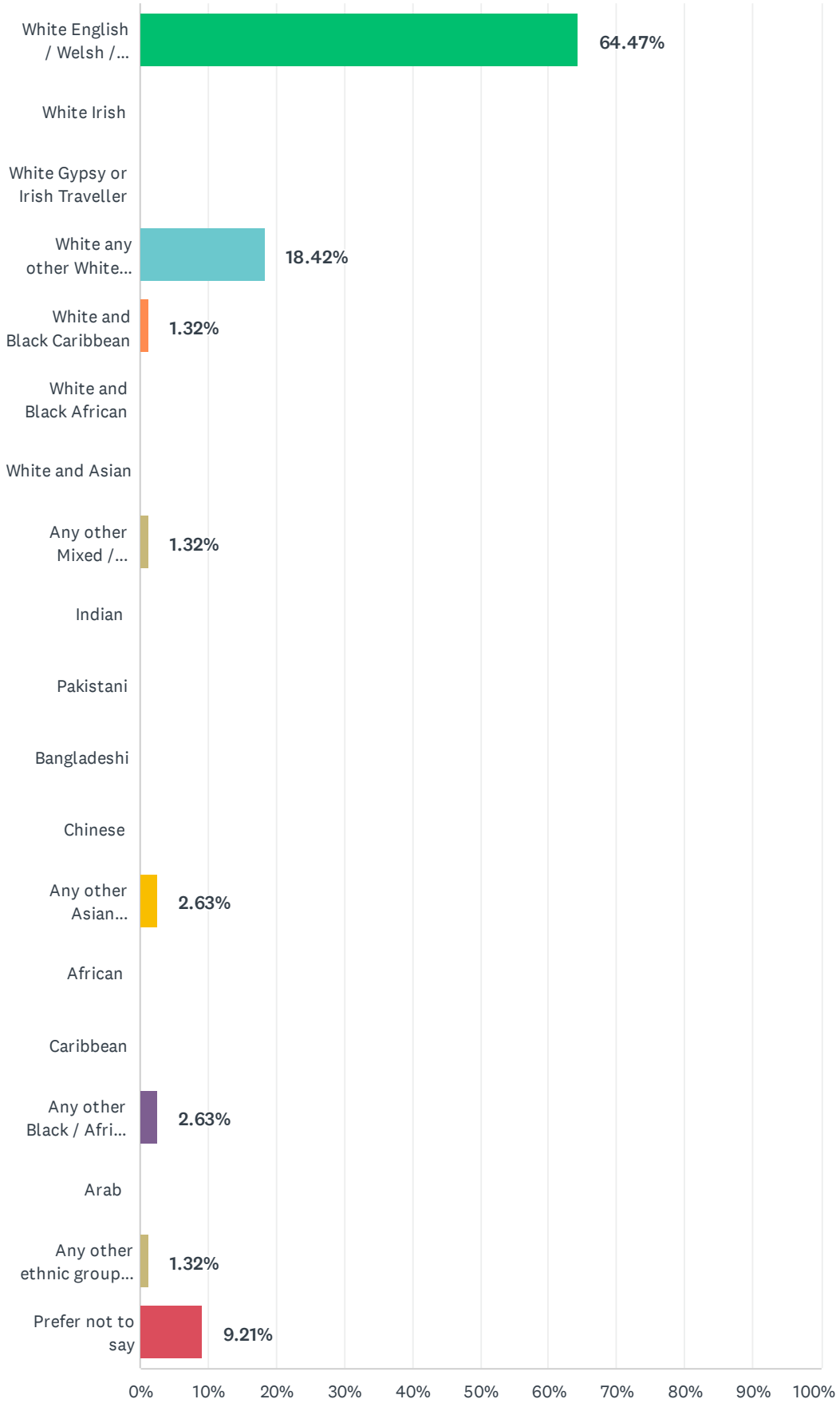
Answered: 76 Skipped: 0



### Q3 What is your ethnic group?

Answered: 76 Skipped: 0

# UK European Consumer Centre - Customer Satisfaction Survey



## Q4 What is your ethnic group?

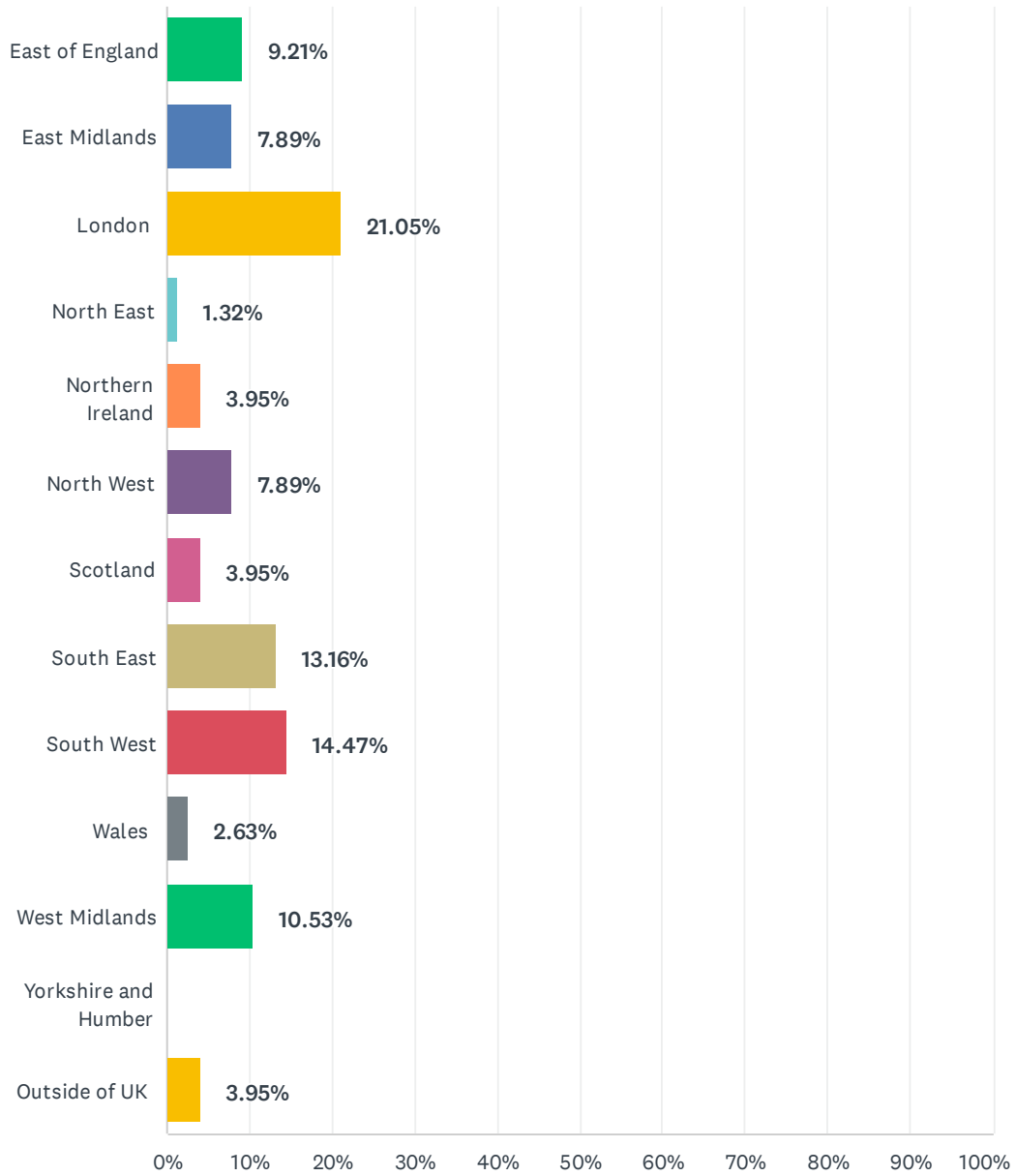
Answered: 0 Skipped: 76

 No matching responses.

ANSWER CHOICES	RESPONSES	
White English / Welsh / Scottish / Northern Irish / British	0.00%	0
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	0.00%	0
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	0.00%	0
Any other ethnic group, please describe below	0.00%	0
Prefer not to say	0.00%	0
Total Respondents: 0		

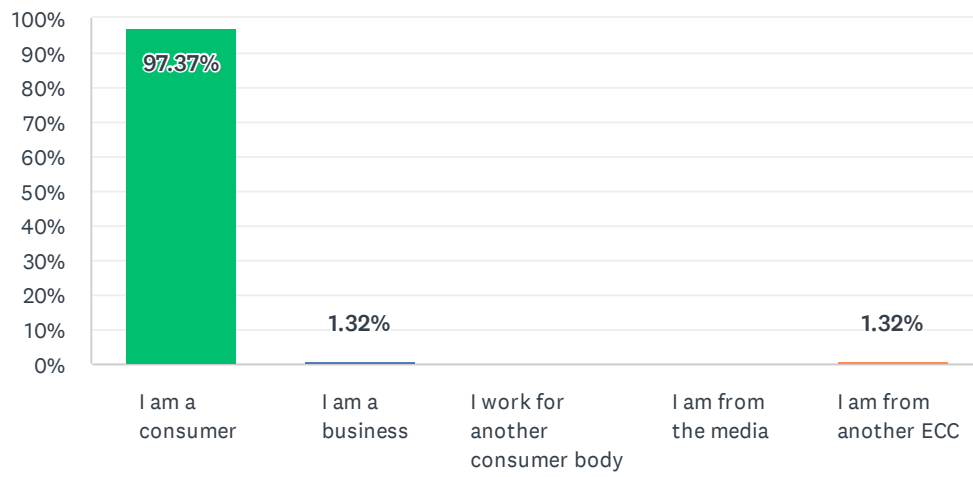
## Q5 Which region do you live in?

Answered: 76 Skipped: 0



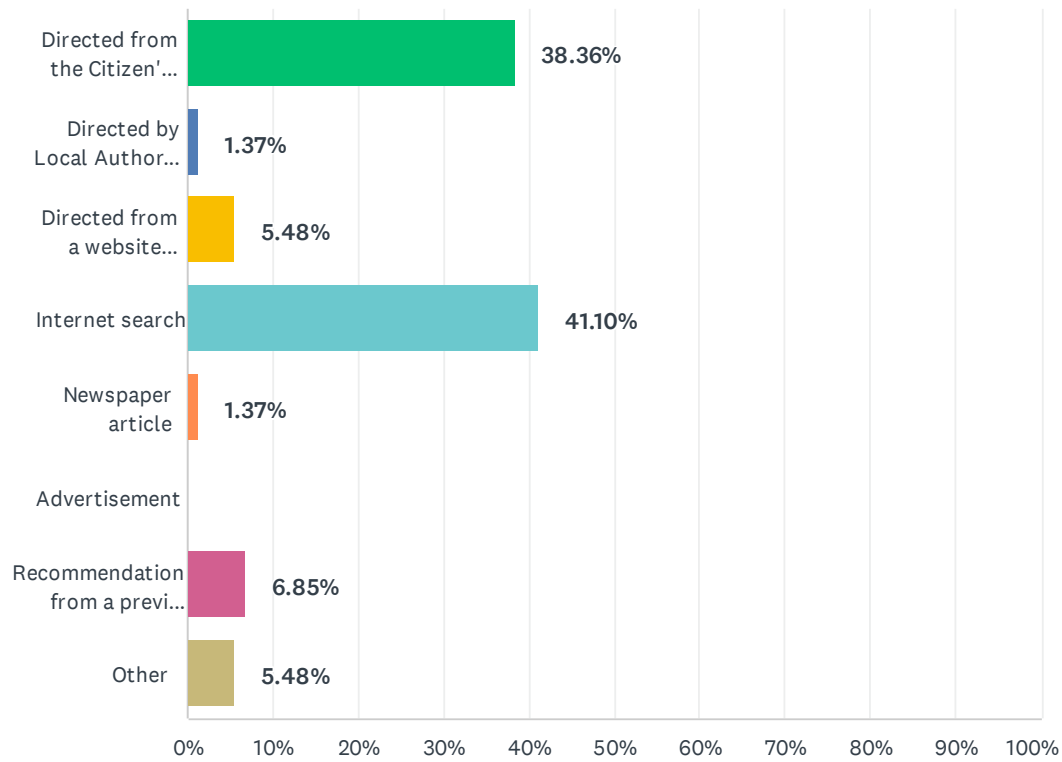
## Q6 Which of the following best describes your reason for contacting us?

Answered: 76 Skipped: 0



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

Answered: 73 Skipped: 3



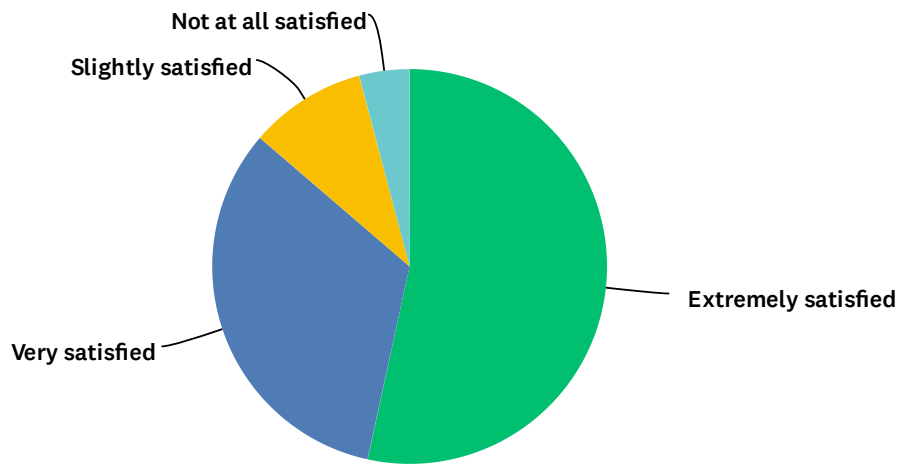


**Q8 Please provide a reference number if you have had or currently have a case with the UK European Consumer Centre**

Answered: 51 Skipped: 25

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

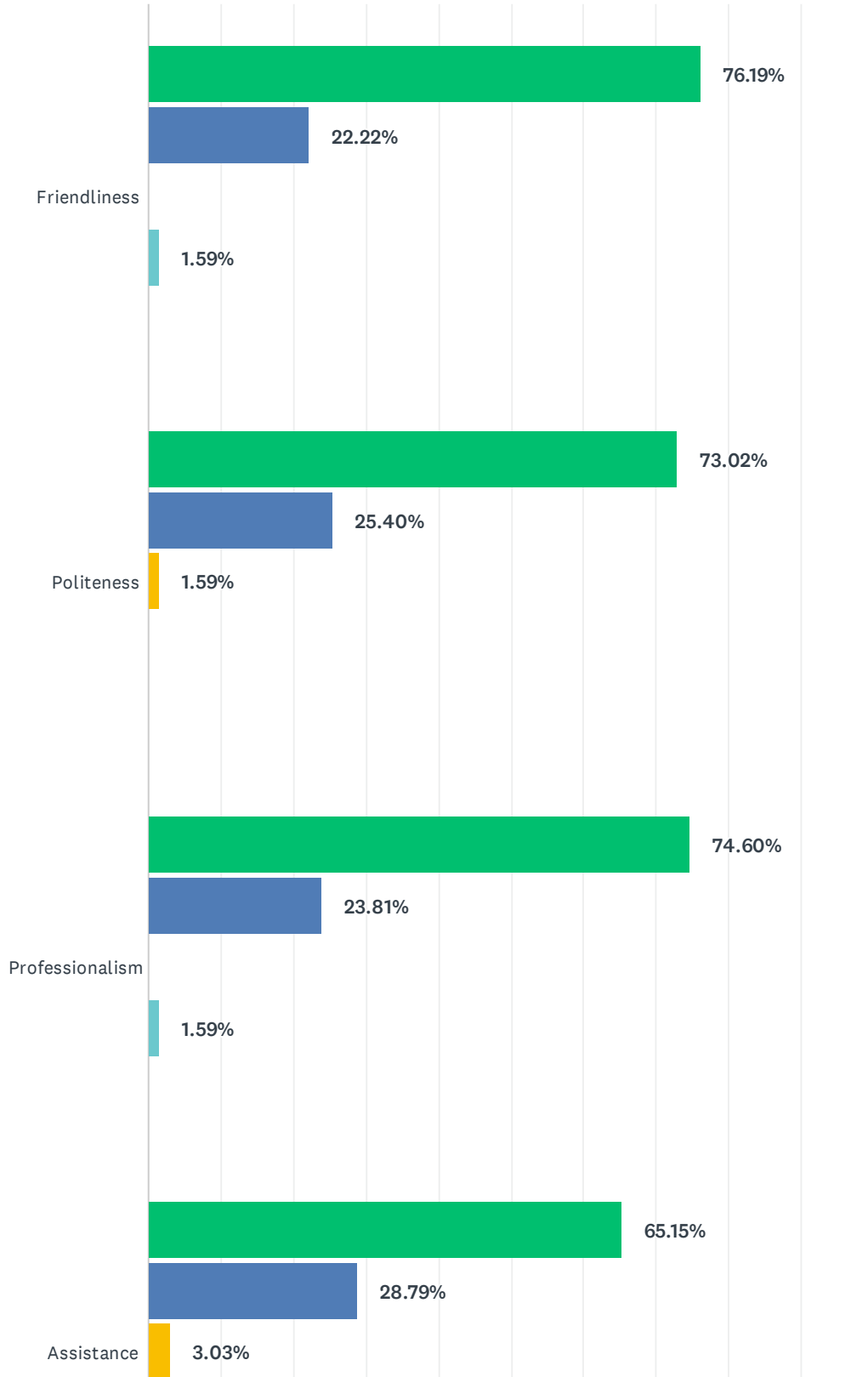
Answered: 73 Skipped: 3



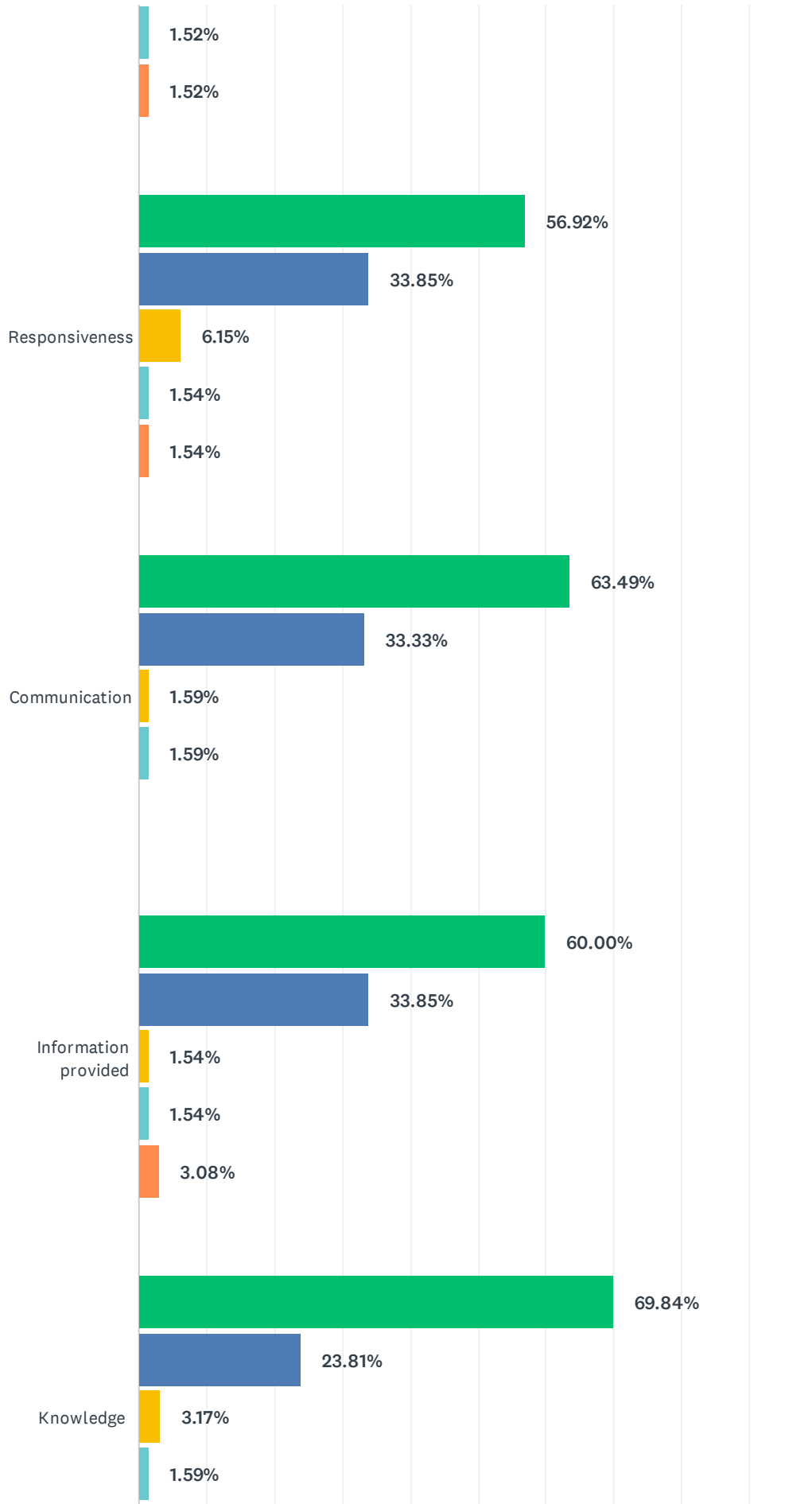
ANSWER CHOICES	RESPONSES	
Extremely satisfied	53.42%	39
Very satisfied	32.88%	24
Slightly satisfied	9.59%	7
Not at all satisfied	4.11%	3
TOTAL		73

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

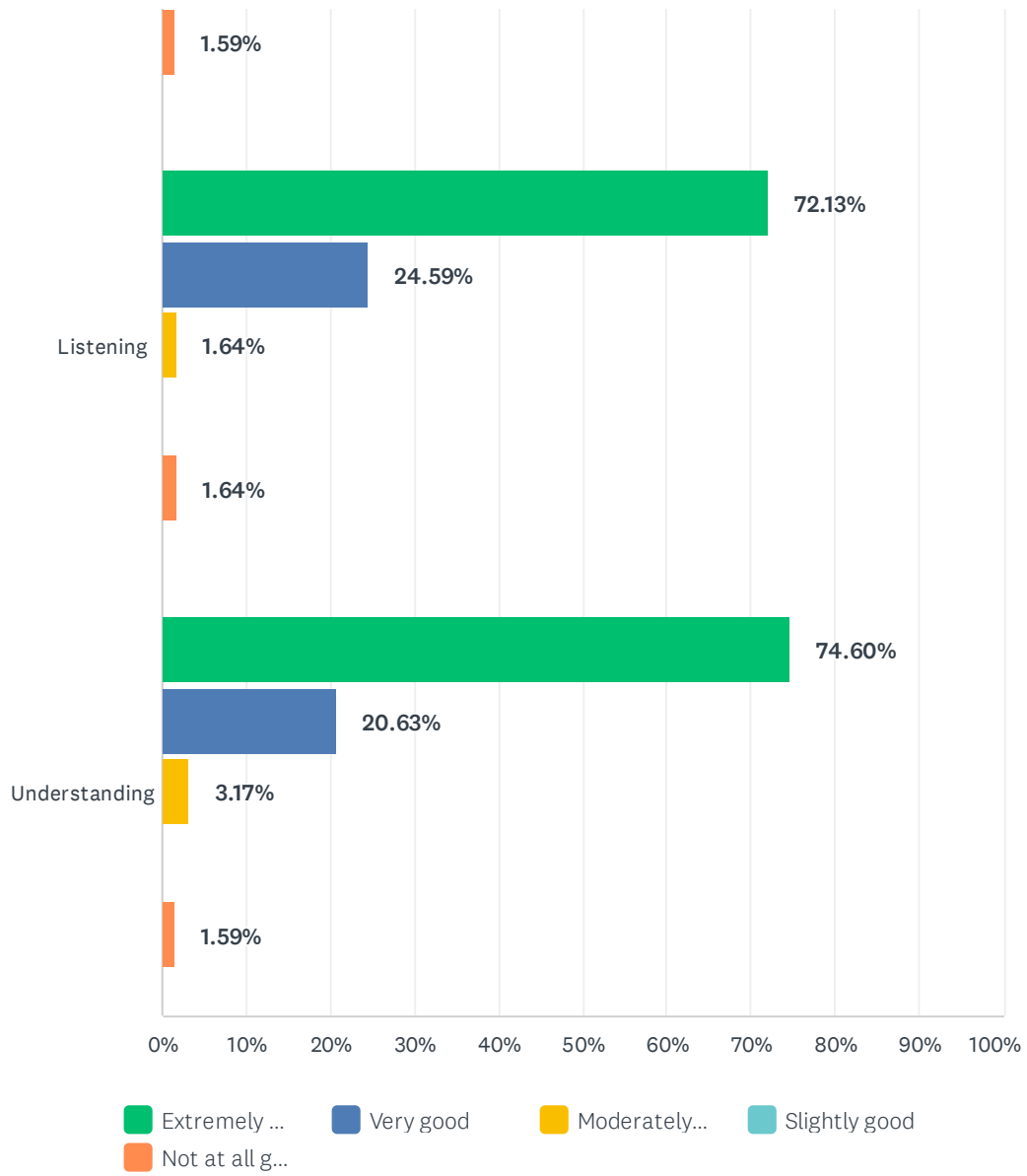
Answered: 66 Skipped: 10



# UK European Consumer Centre - Customer Satisfaction Survey

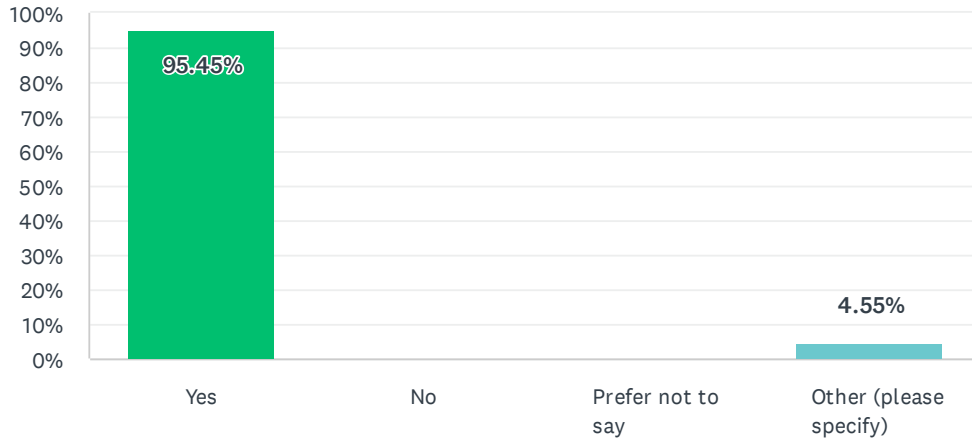


# UK European Consumer Centre - Customer Satisfaction Survey



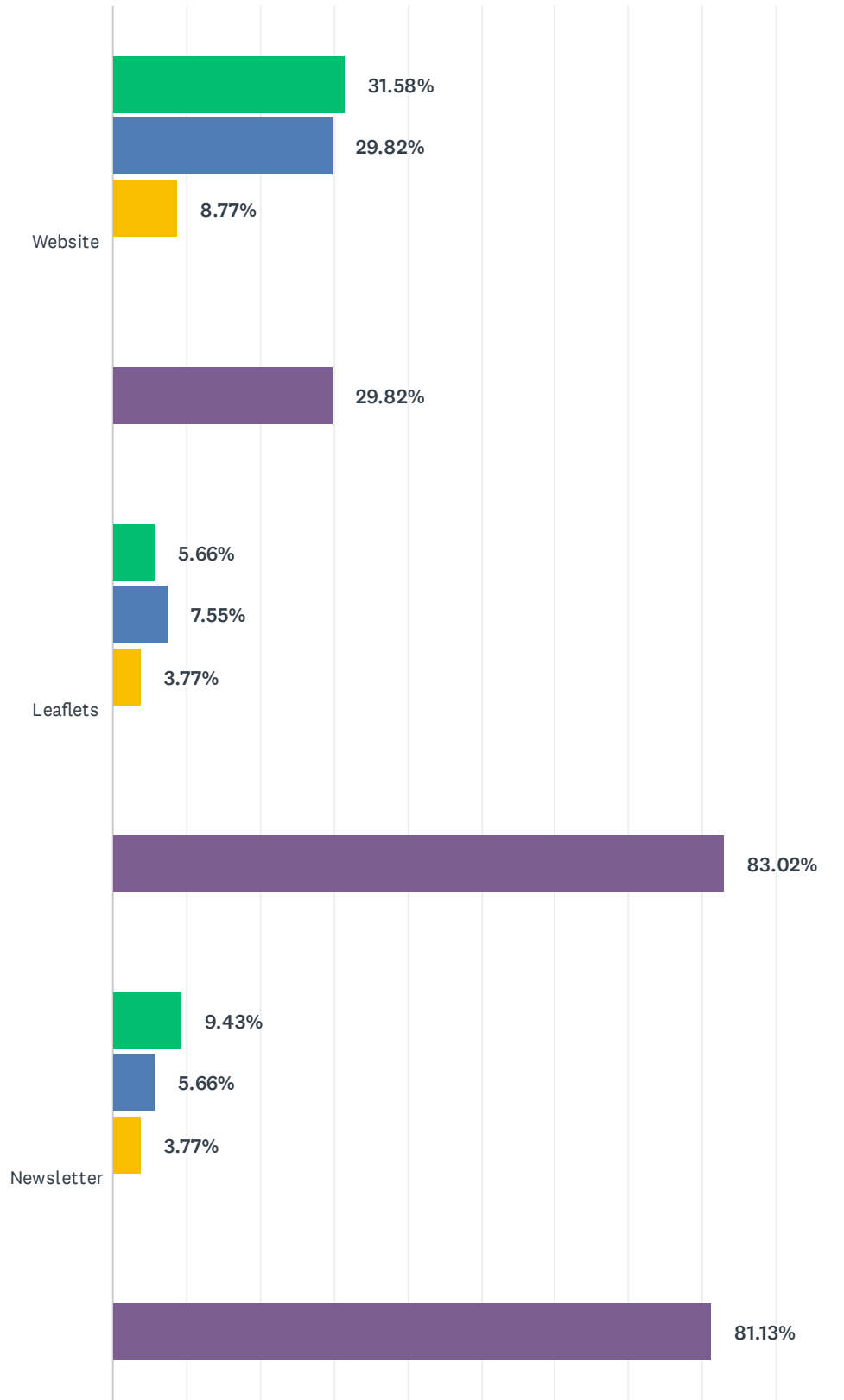
# Q11 Do you feel that the UK European Consumer Centre treated you fairly?

Answered: 66 Skipped: 10

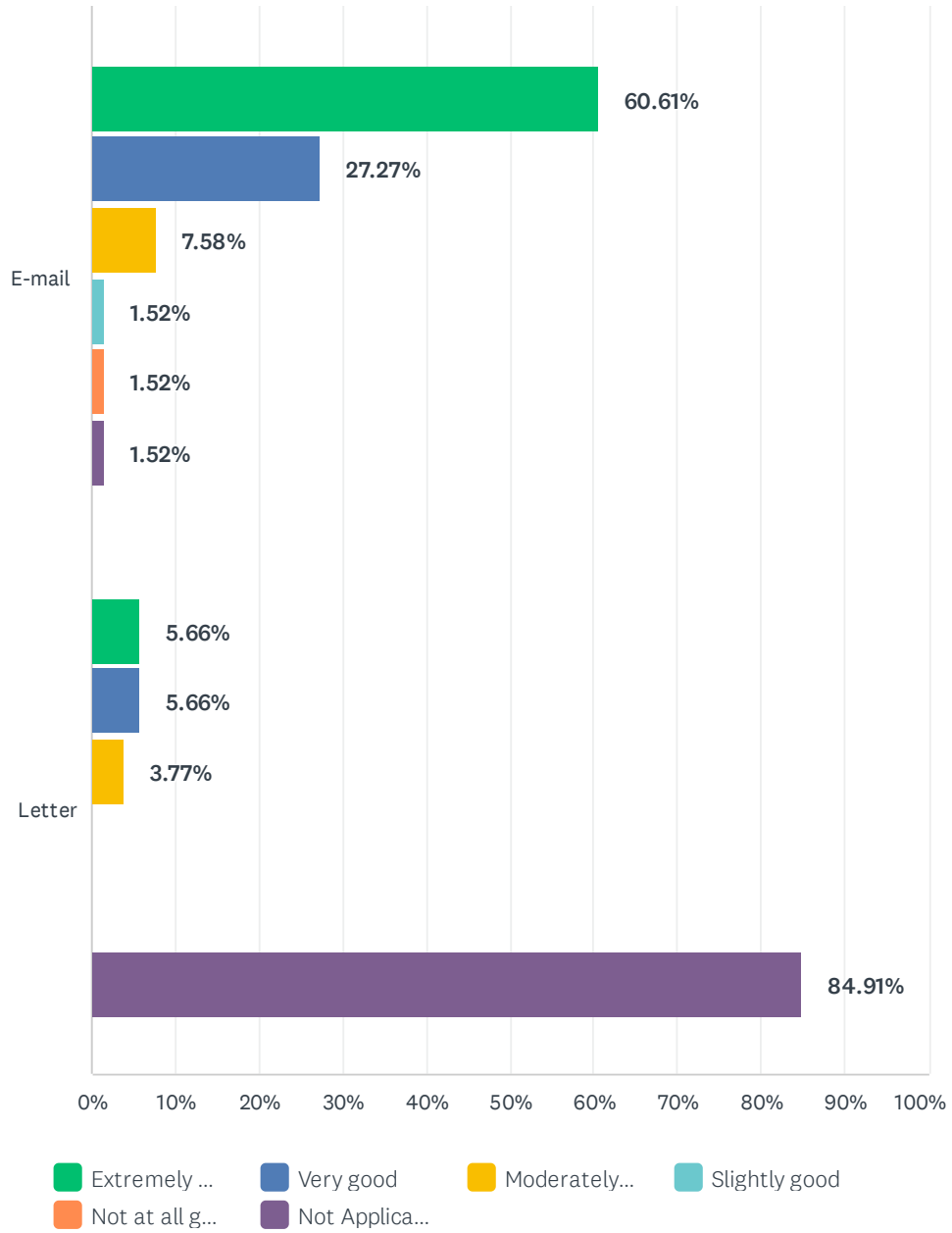


## Q12 Please rate the UK European Consumer Centre in the following areas:

Answered: 66 Skipped: 10



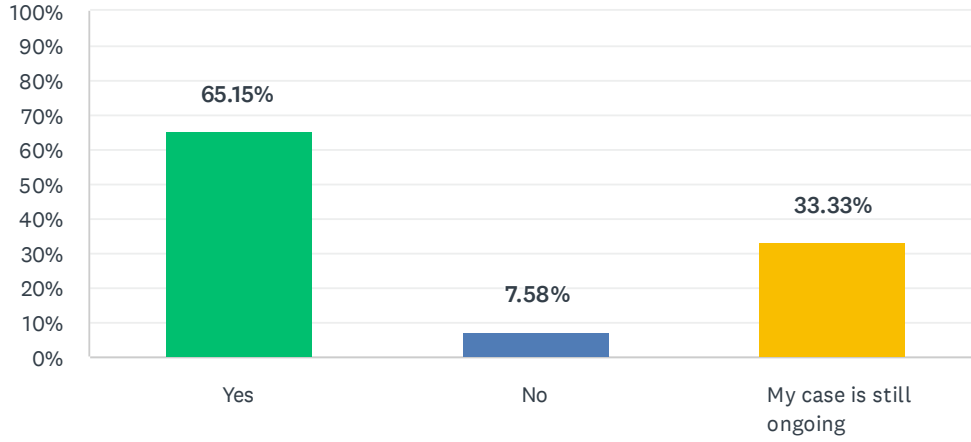
# UK European Consumer Centre - Customer Satisfaction Survey





### 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: 66 Skipped: 10

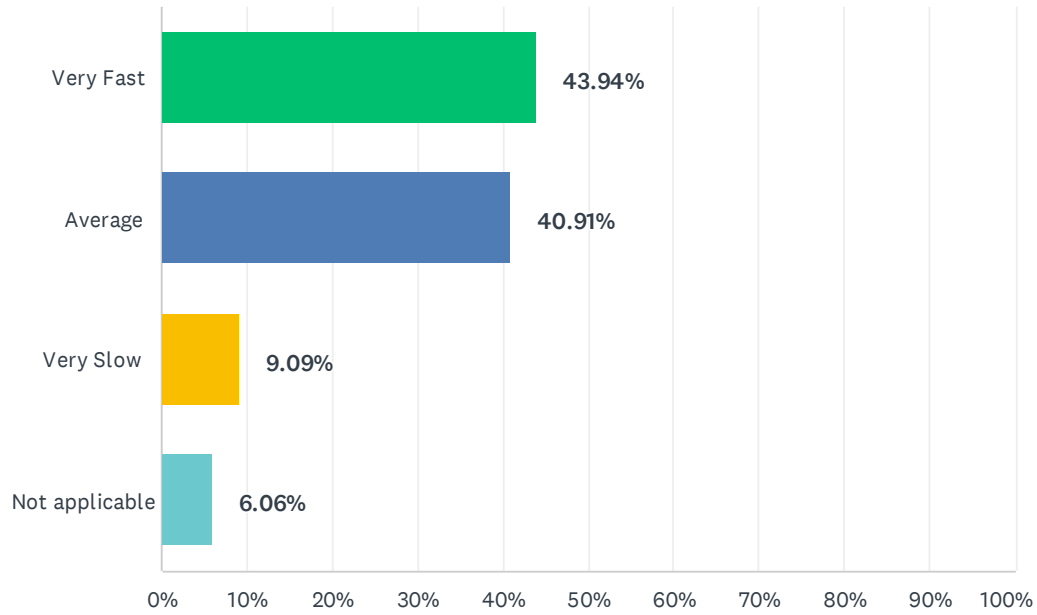


**Q14 If your case was resolved, please provide an estimated value of how much you recovered.**

Answered: 28 Skipped: 48

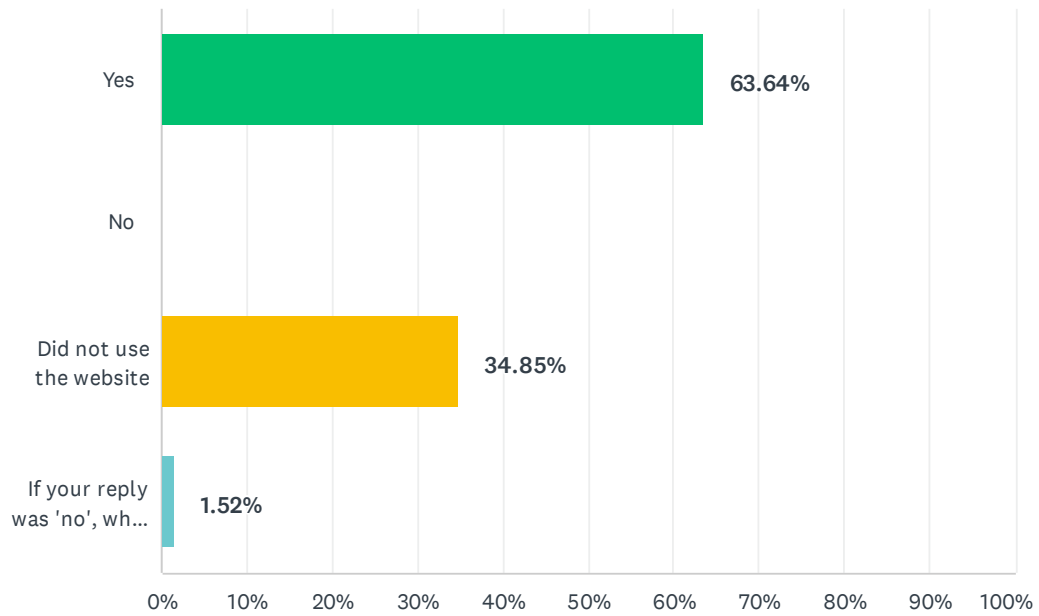
## Q15 How would you rate the speed of the response from the UK European Consumer Centre?

Answered: 66 Skipped: 10



## Q16 Did you find our website easy to use?

Answered: 66 Skipped: 10



**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: 36 Skipped: 40

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

Answered: 21 Skipped: 55

## Q19 How easy was it for you to contact us?

Answered: 66 Skipped: 10

