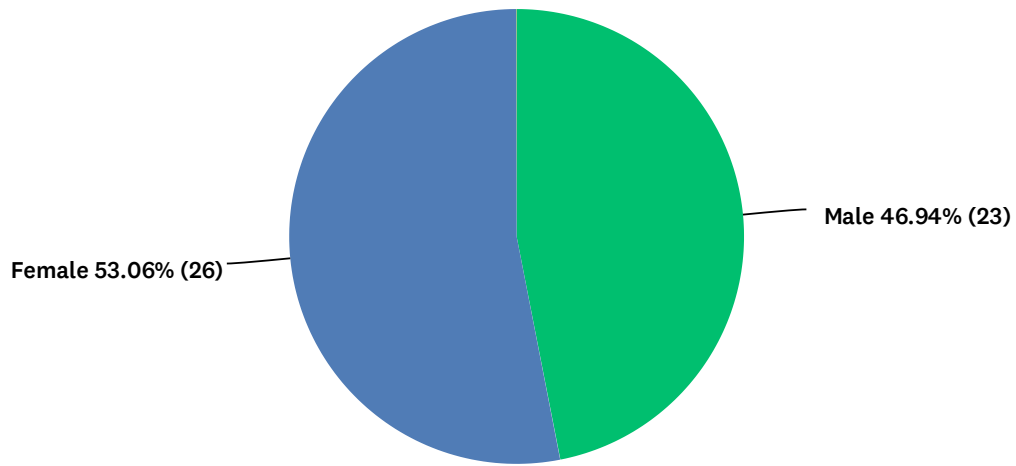


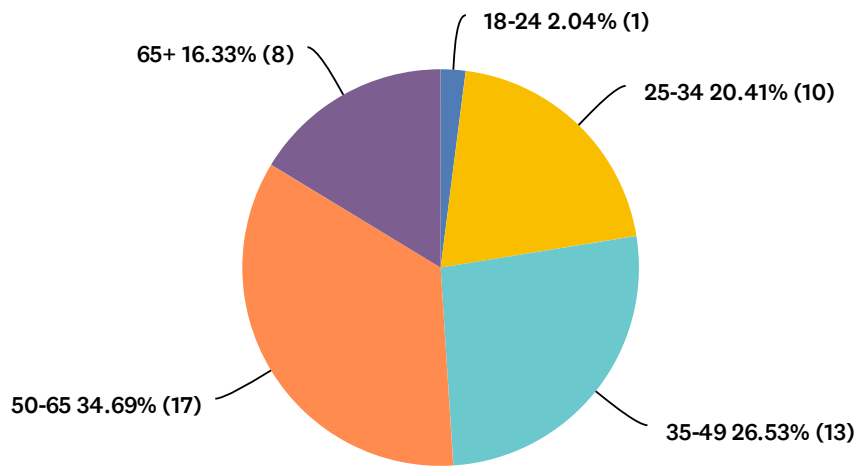
Q1 What is your Gender?

Answered: 49 Skipped: 0



Q2 What is your age?

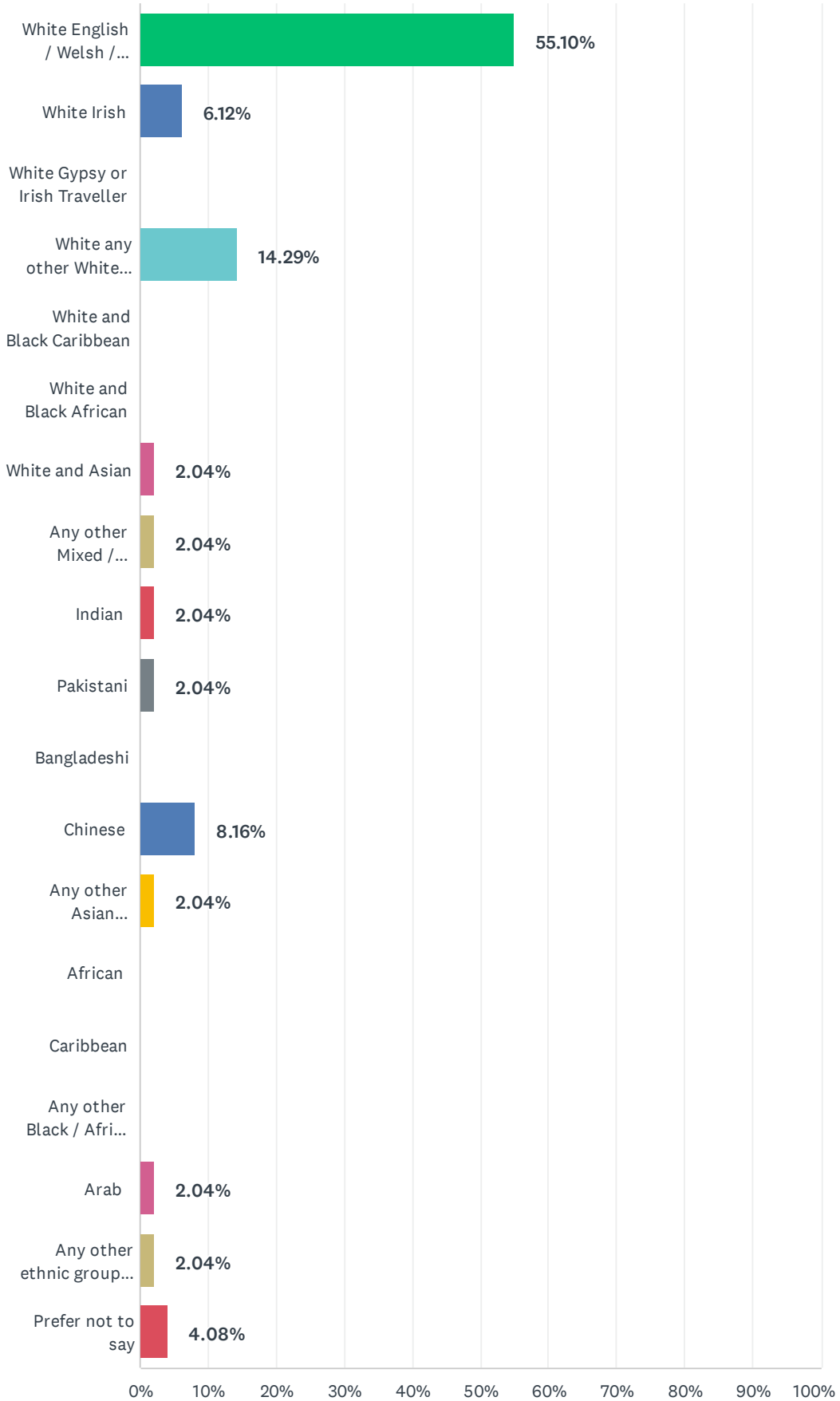
Answered: 49 Skipped: 0



Q3 What is your ethnic group?

Answered: 49 Skipped: 0

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Q4 What is your ethnic group?

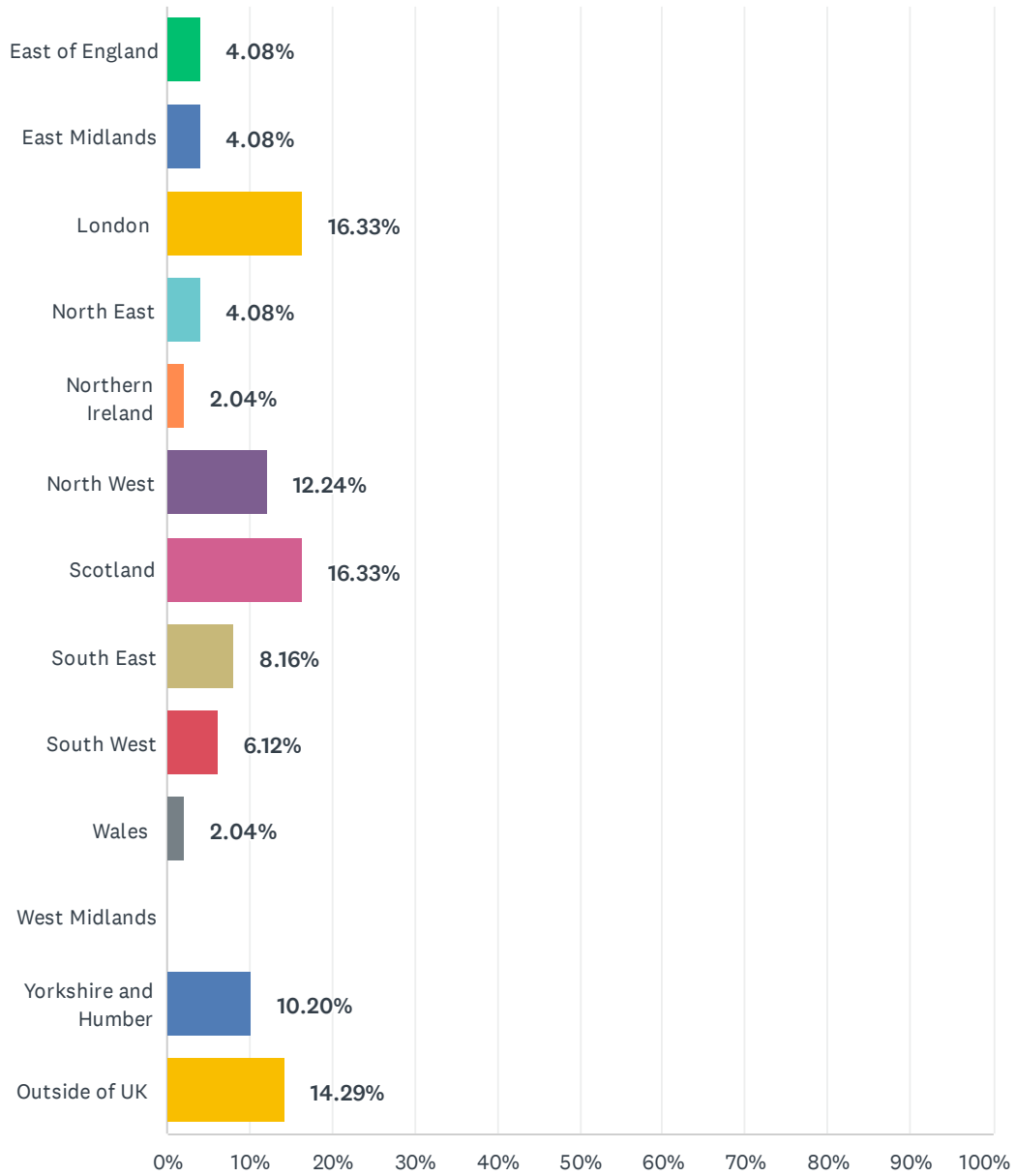
Answered: 0 Skipped: 49

 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		

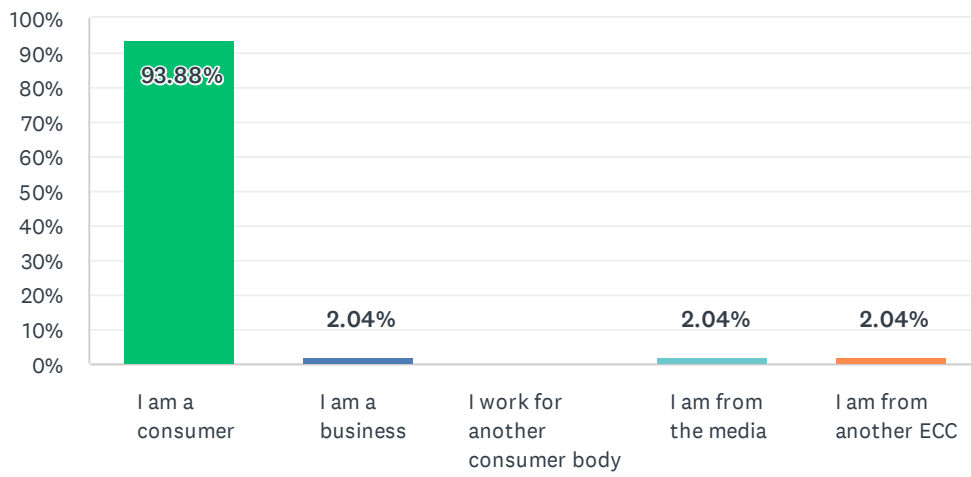
Q5 Which region do you live in?

Answered: 49 Skipped: 0



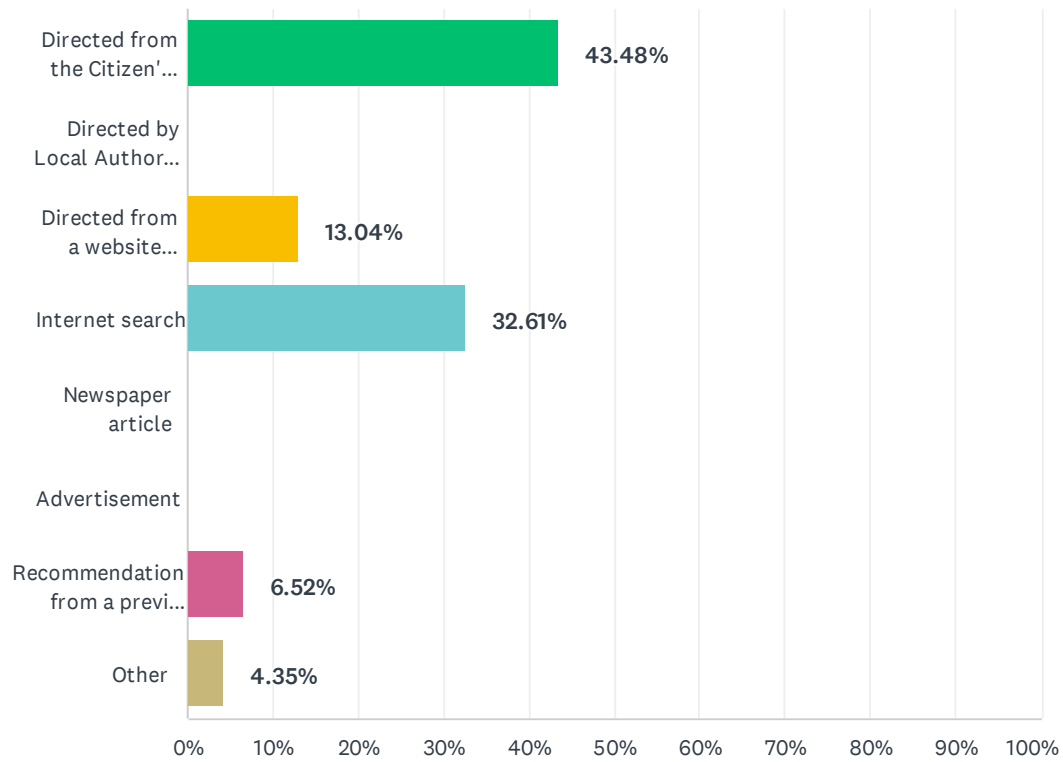
Q6 Which of the following best describes your reason for contacting us?

Answered: 49 Skipped: 0



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

Answered: 46 Skipped: 3

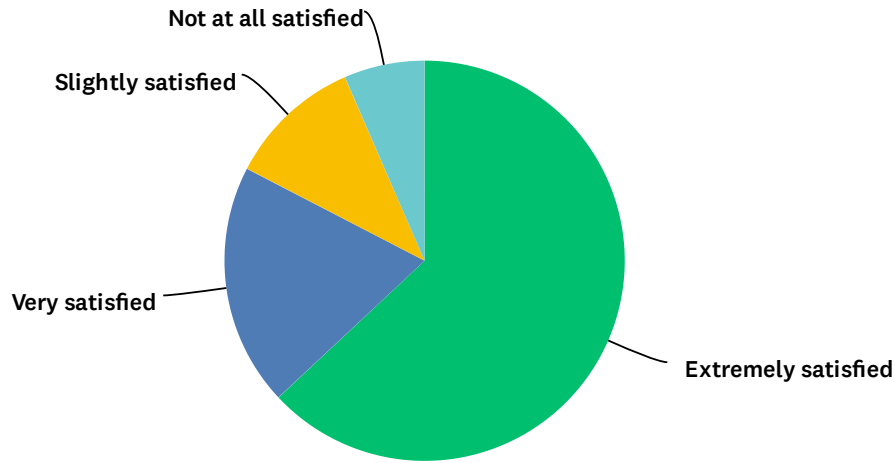


Q8 Please provide a reference number if you have had or currently have a case with the UK European Consumer Centre

Answered: 30 Skipped: 19

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

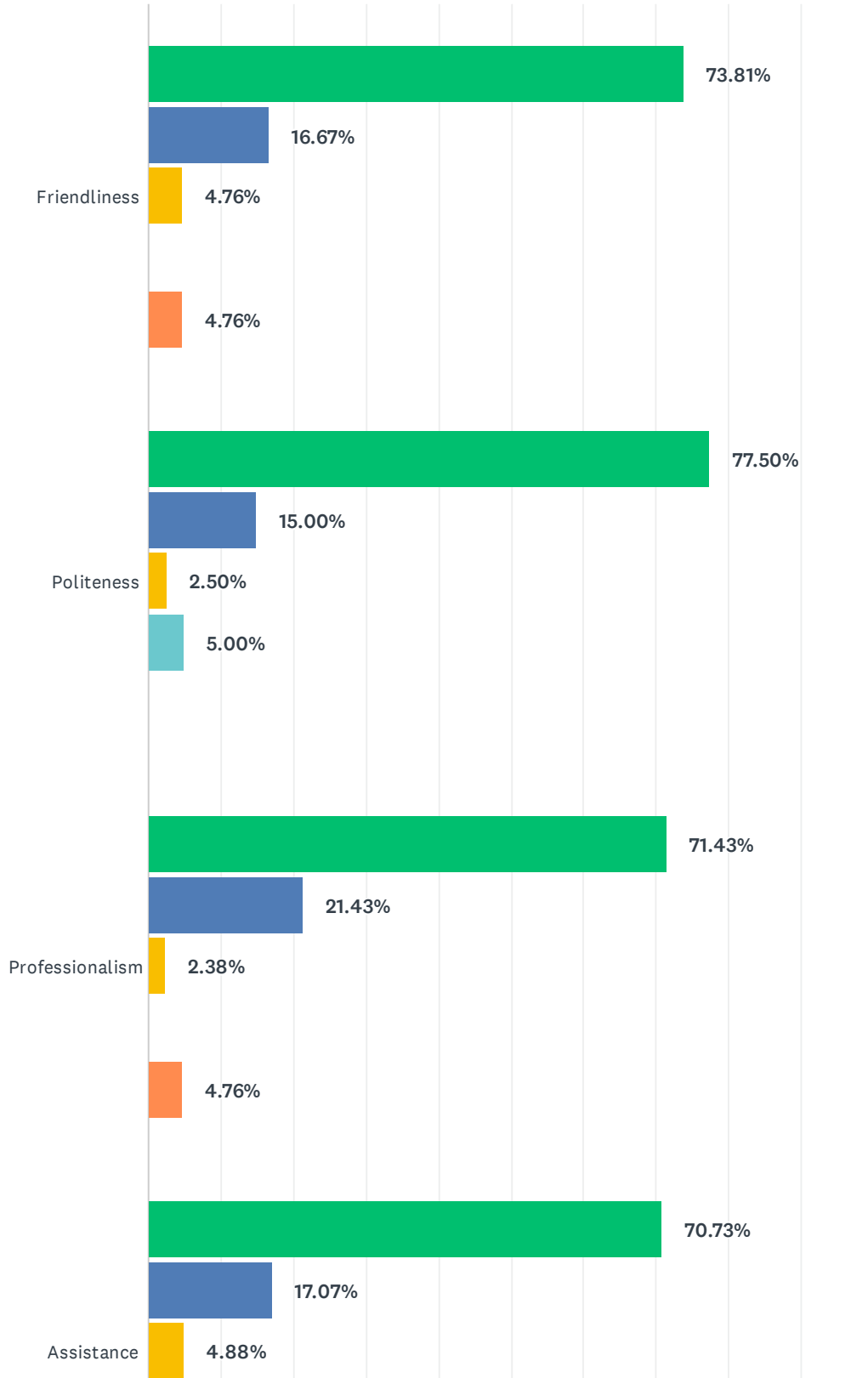
Answered: 46 Skipped: 3



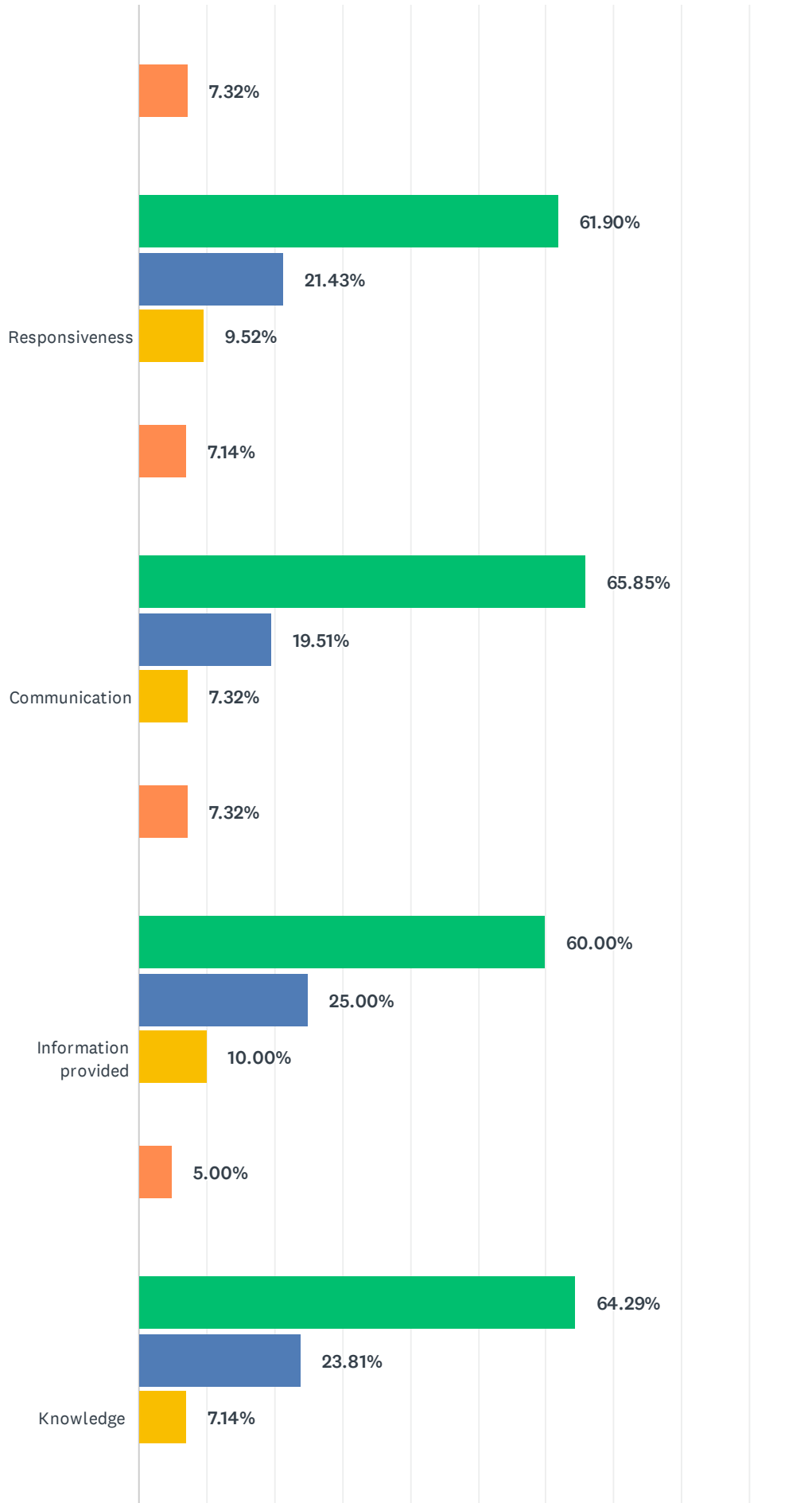
ANSWER CHOICES	RESPONSES	
Extremely satisfied	63.04%	29
Very satisfied	19.57%	9
Slightly satisfied	10.87%	5
Not at all satisfied	6.52%	3
TOTAL		46

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

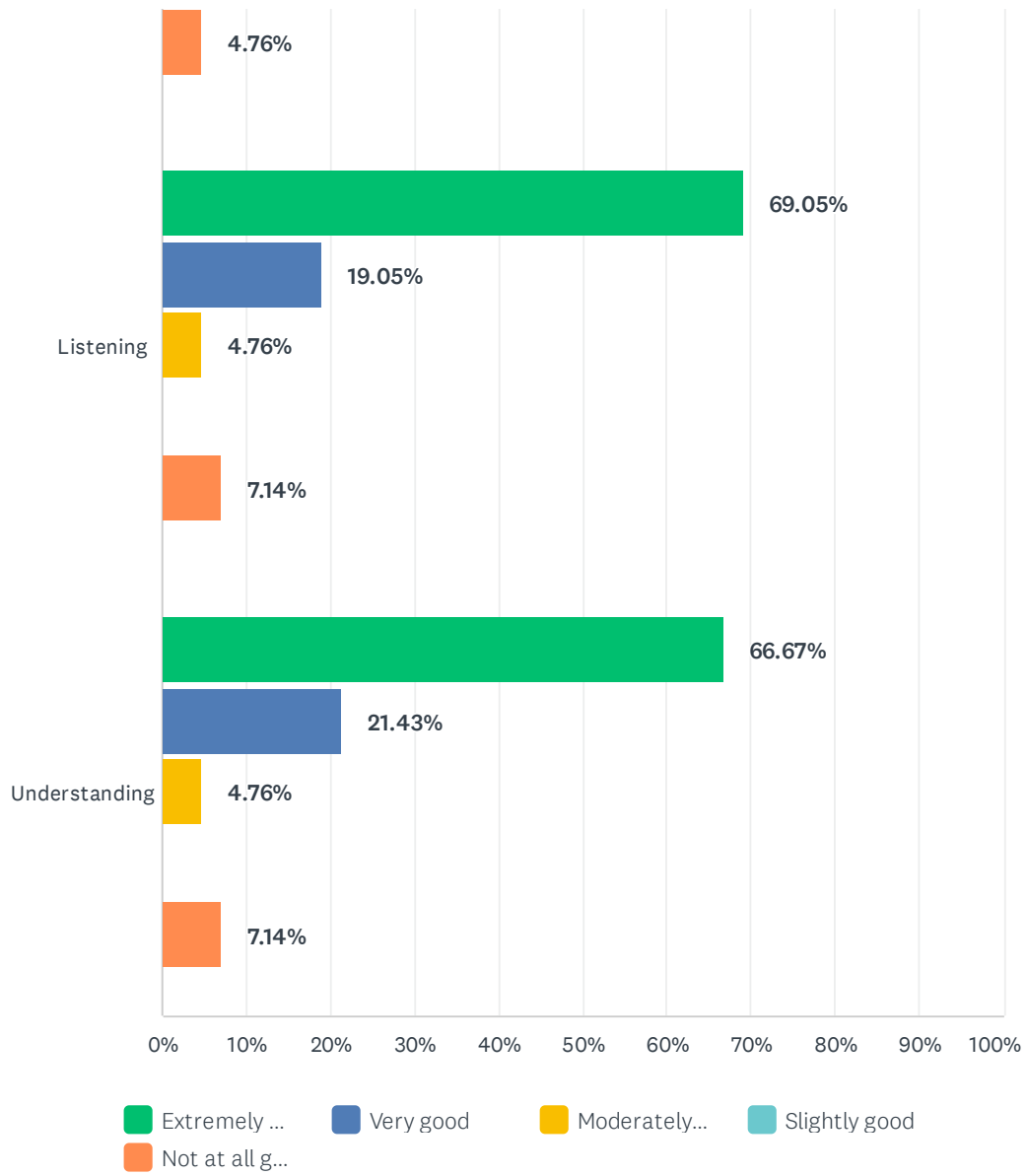
Answered: 42 Skipped: 7



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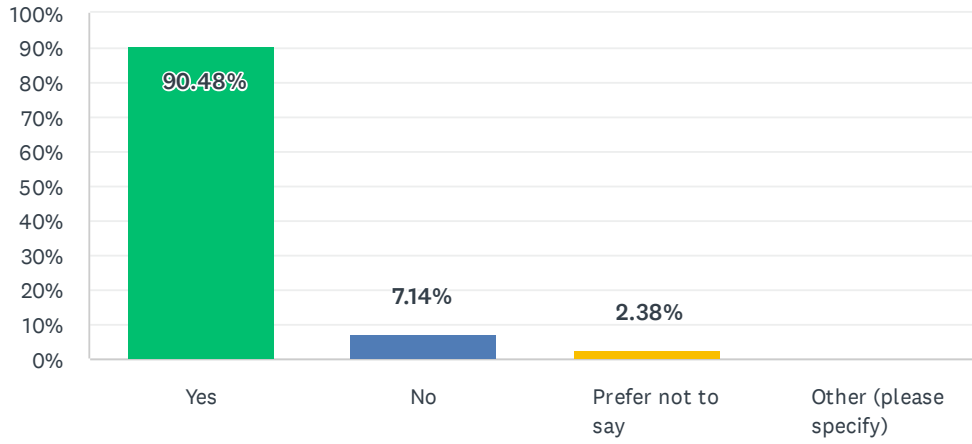


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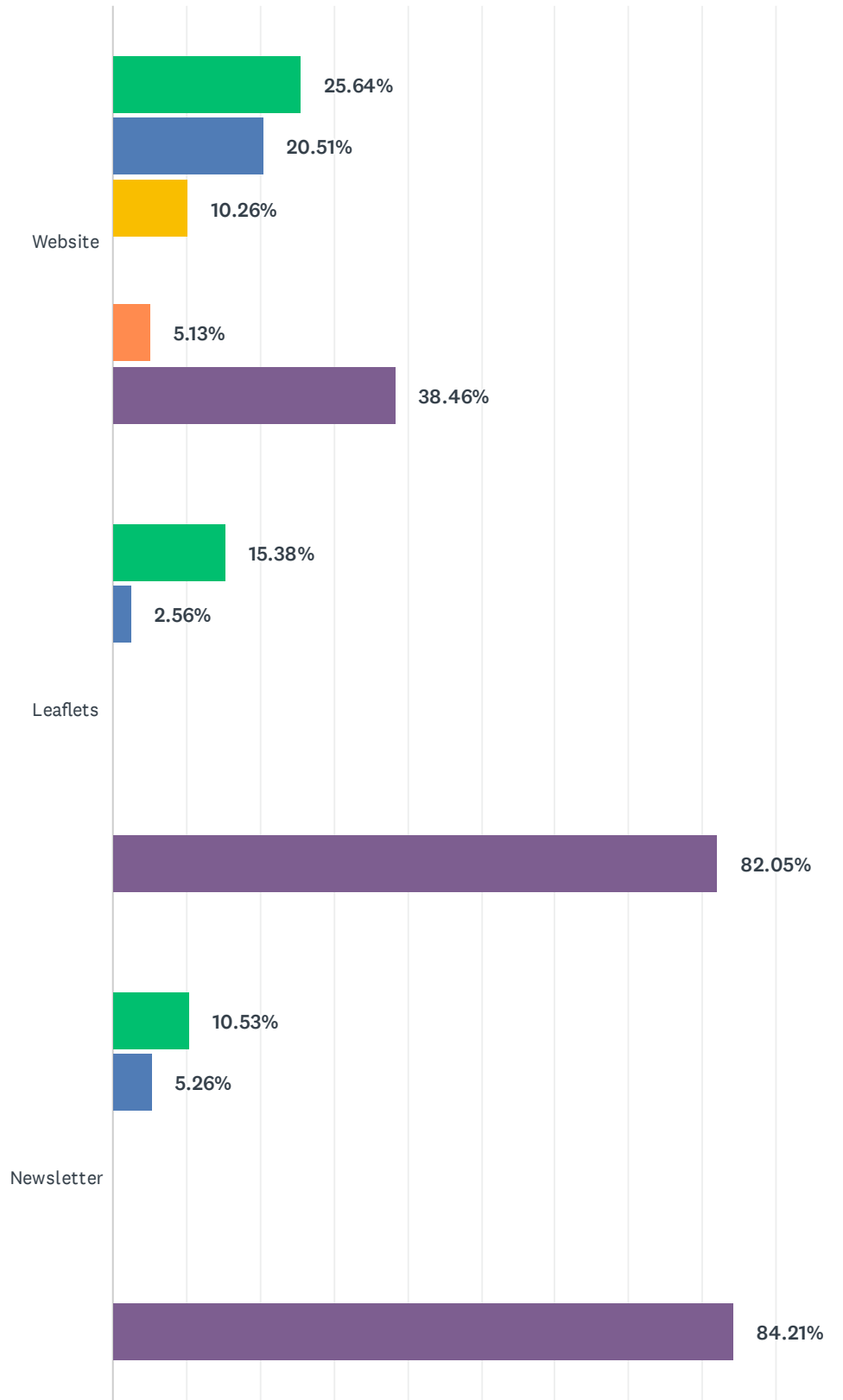
Q11 Do you feel that the UK European Consumer Centre treated you fairly?

Answered: 42 Skipped: 7

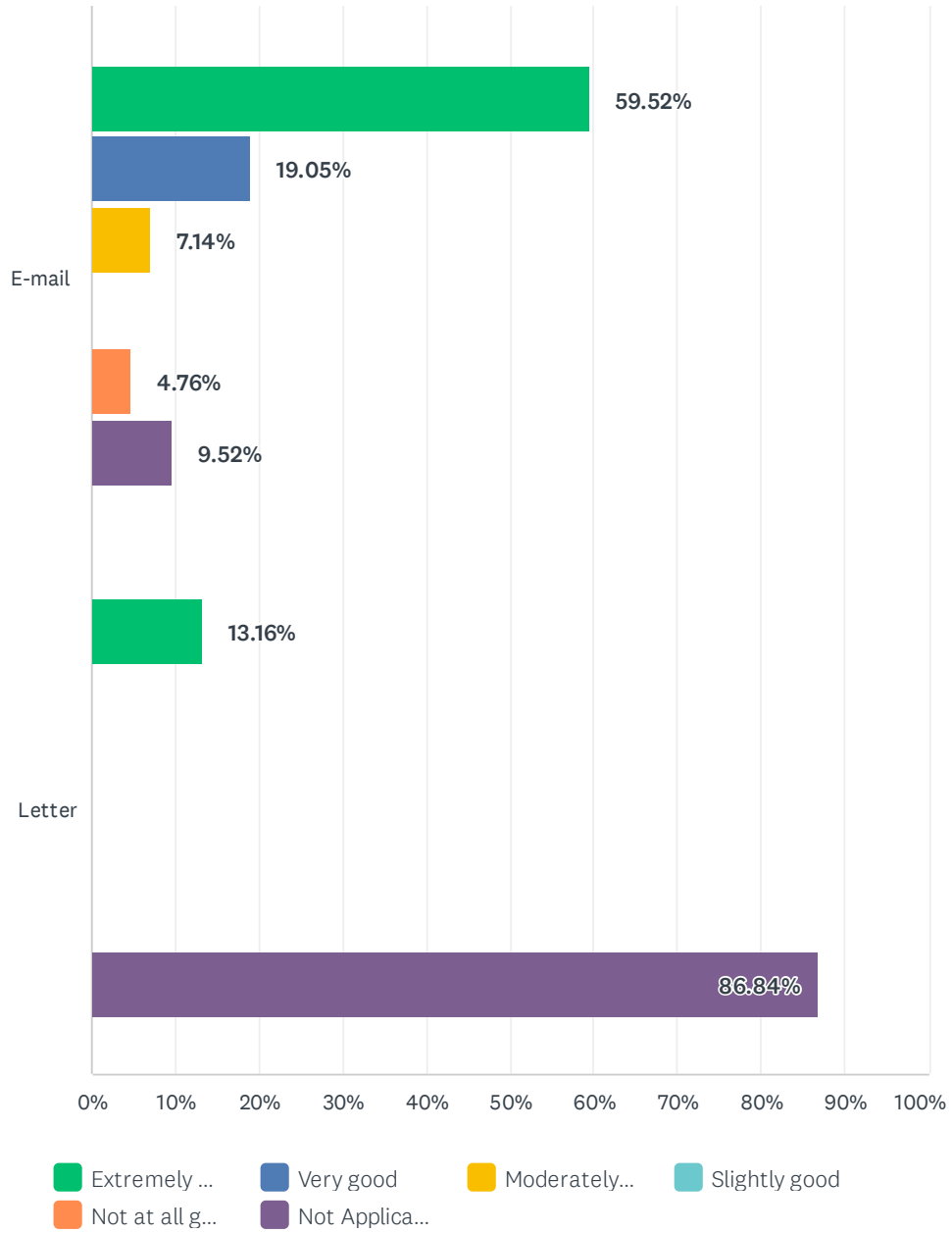


Q12 Please rate the UK European Consumer Centre in the following areas:

Answered: 42 Skipped: 7

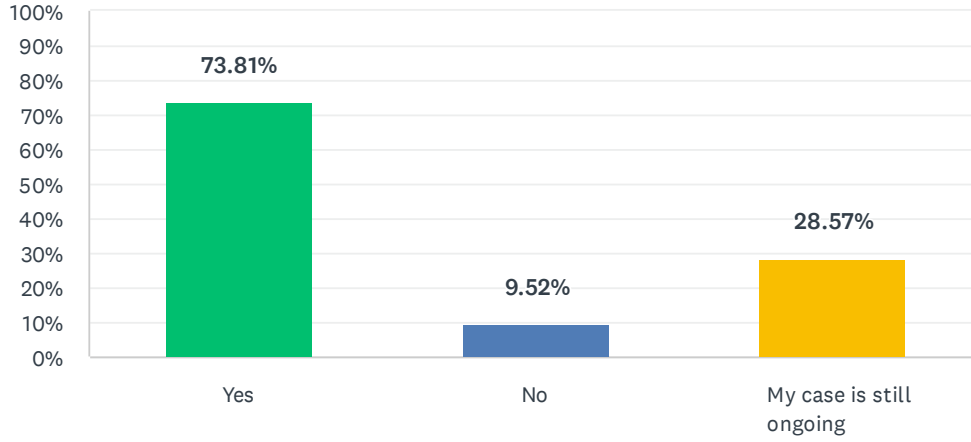


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Q13 Did the advice or assistance you received help you to understand your rights in relation to the trader, or to solve your dispute with the trader?

Answered: 42 Skipped: 7

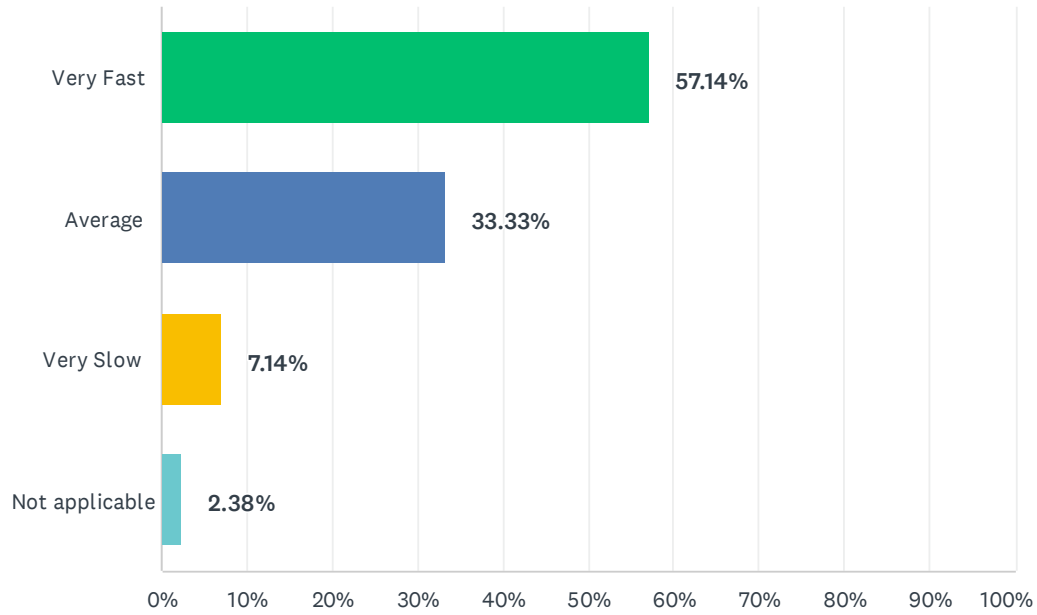


Q14 If your case was resolved, please provide an estimated value of how much you recovered.

Answered: 19 Skipped: 30

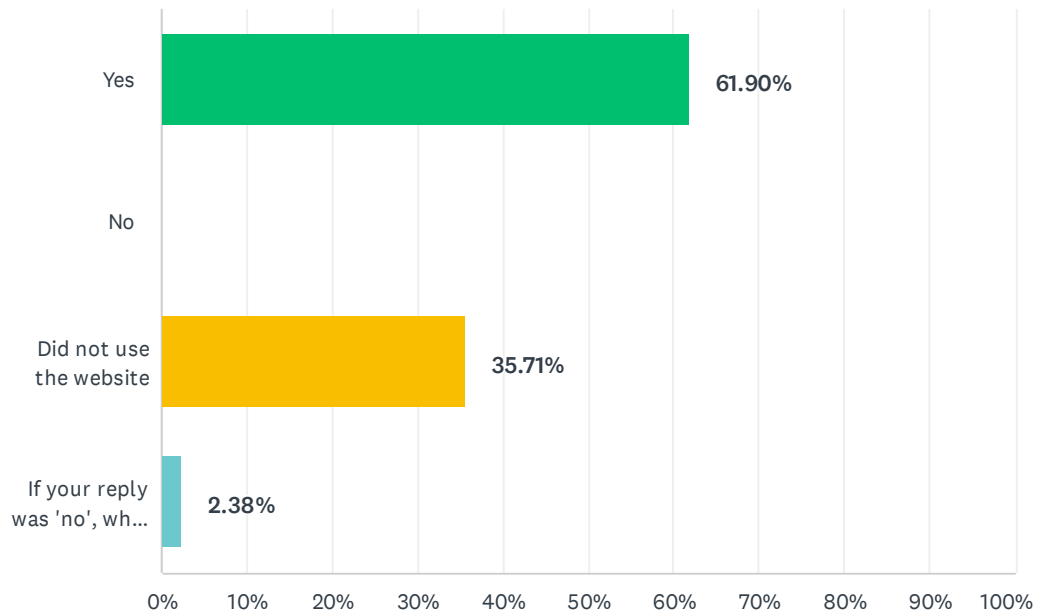
Q15 How would you rate the speed of the response from the UK European Consumer Centre?

Answered: 42 Skipped: 7



Q16 Did you find our website easy to use?

Answered: 42 Skipped: 7



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: 23 Skipped: 26

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

Answered: 14 Skipped: 35

Q19 How easy was it for you to contact us?

Answered: 42 Skipped: 7

