

January 2022 Survey Results:

Our satisfaction rate for **January 2022** is **89%**, with **77%** of consumers reporting that they were either very or extremely satisfied.

Consumers reported that the UKICC recovered **£2730.29** on their behalf for the month of January.

92.5% reported that they received good assistance, with **77%** of people ranking the professionalism of the advisors either extremely or very good.

Consumer comments:

"Finding about this organisation; I was looking for some help and advice for a long time regarding my problem with the French hotel. However, it was the only difficulty. Advice, communication and help that I received from you were so satisfying. It wasn't only for the refund, it was feeling of being supported and protected. Thank you."

"The case is still ongoing but really impressed so far"

"The advisor was extremely helpful, understood the problem and then supplied an official wording giving the supplier no wriggle room to evade their responsibility."

" Although all correspondence was carried out online it was reassuring to see that my case was being handled by only one person. This advisor was courteous and very helpful and although the case is not yet resolved I was grateful for the advice given."

View full January report [here](#). Please note some information is unavailable. This is to protect the identity of the individuals.