

July 2022 Survey Results:

Our satisfaction rate for **July 2022** is **90%**, with **82.5%** of consumers reporting that they were either very or extremely satisfied.

The UKICC recovered an average of **£645 per consumer** for the month of July.

89% of consumers rated the responsiveness of our service as good, with **82.5%** of people rating both the knowledge and understanding either extremely or very good.

Consumer comments:

“The help from UK International Consumer Centre and their colleagues abroad was first class.”

“My communication has been via email yet has felt like talking in person with someone who has taken time to look at and understand the facts. Even if our dispute with the trader remains unresolved, I feel happy that at least someone has listened and tried to help.”

“I did not know what to do and had exhausted all the personal attempts to get a refund from EDreams. I did not understand why the refund was not being paid. You helped me to understand this and who in the chain was responsible. We now have a refund. Thank you”

“It was nice to speak to somebody who actually listened to the details, without need for repetition and who was knowledgeable and understanding to my situation. After nearly 8 months of trying unsuccessfully to get a resolution from Amazon the help was very much appreciated and I will recommend this service to others who may also be struggling. Thank you.”