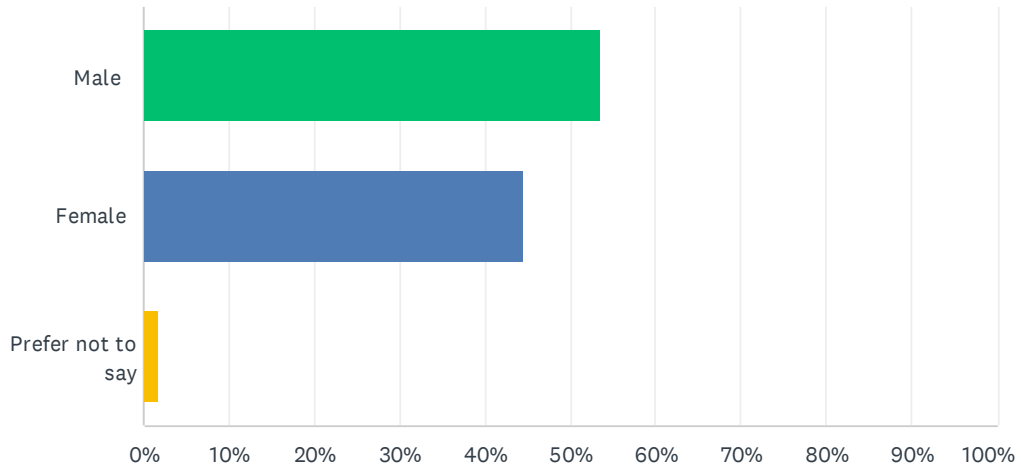


## Q1 What is your Gender?

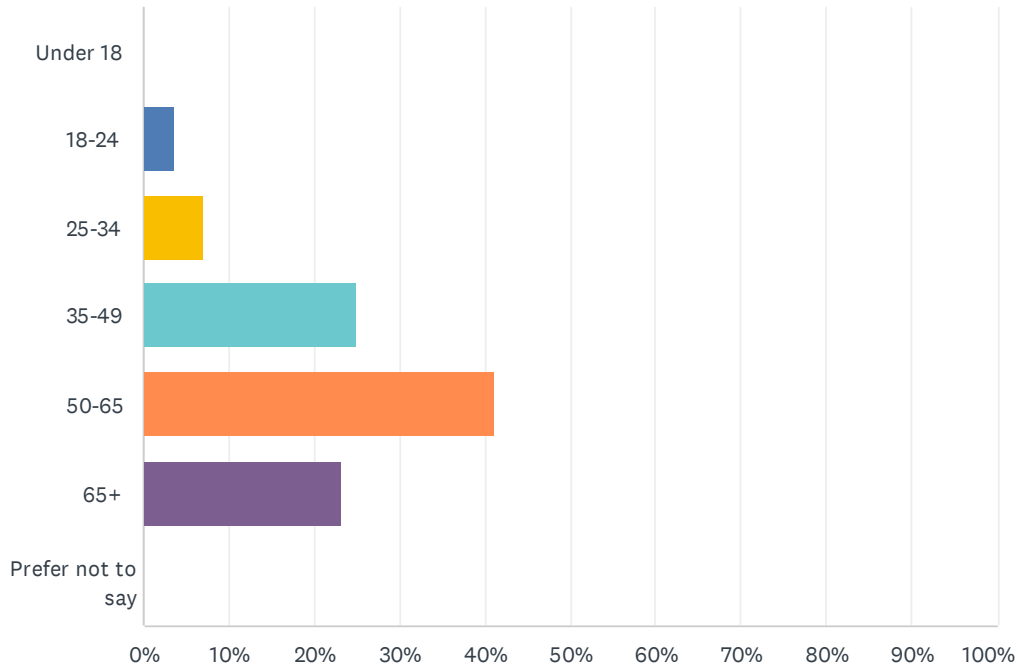
Answered: 56 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	53.57%	30
Female	44.64%	25
Prefer not to say	1.79%	1
<b>TOTAL</b>		<b>56</b>

## Q2 What is your age?

Answered: 56 Skipped: 0

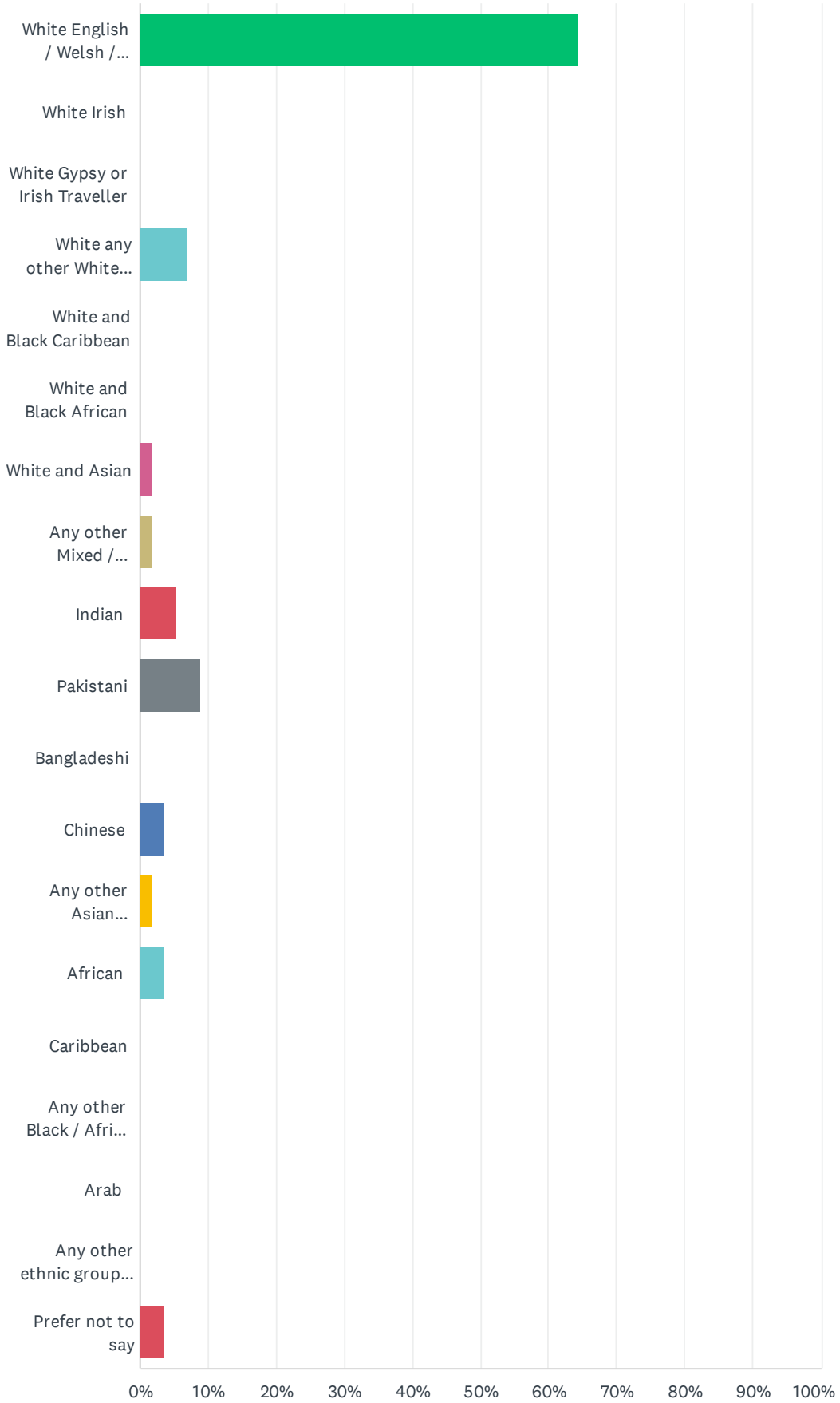


ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	3.57%	2
25-34	7.14%	4
35-49	25.00%	14
50-65	41.07%	23
65+	23.21%	13
Prefer not to say	0.00%	0
<b>TOTAL</b>		<b>56</b>

### Q3 What is your ethnic group?

Answered: 56 Skipped: 0

# UK International Consumer Centre - Customer Satisfaction Survey

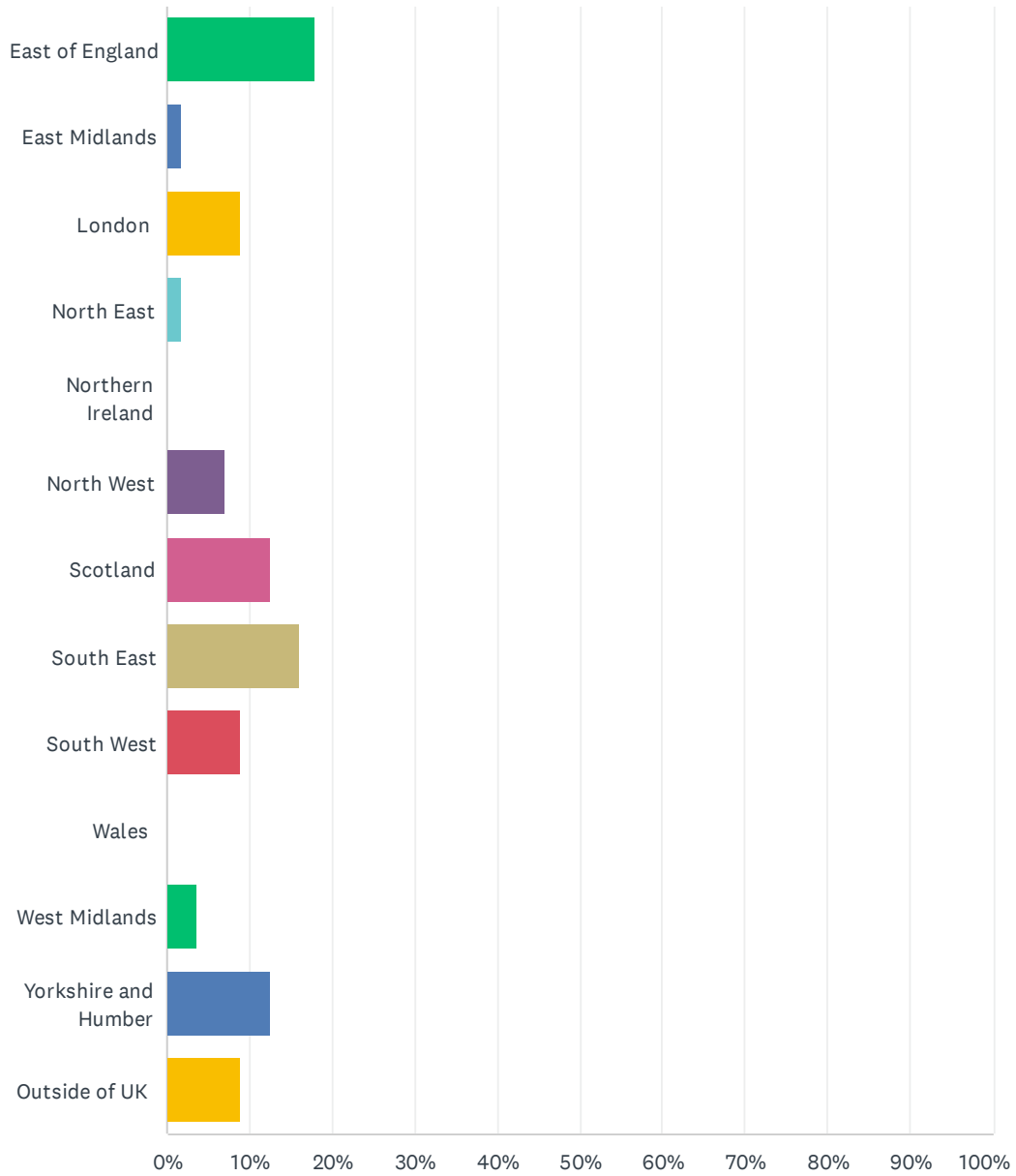


UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
White English / Welsh / Scottish / Northern Irish / British	64.29%	36
White Irish	0.00%	0
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	7.14%	4
White and Black Caribbean	0.00%	0
White and Black African	0.00%	0
White and Asian	1.79%	1
Any other Mixed / Multiple ethnic background, please describe below	1.79%	1
Indian	5.36%	3
Pakistani	8.93%	5
Bangladeshi	0.00%	0
Chinese	3.57%	2
Any other Asian background, please describe below	1.79%	1
African	3.57%	2
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	3.57%	2
Total Respondents: 56		

## Q4 Which region do you live in?

Answered: 56 Skipped: 0

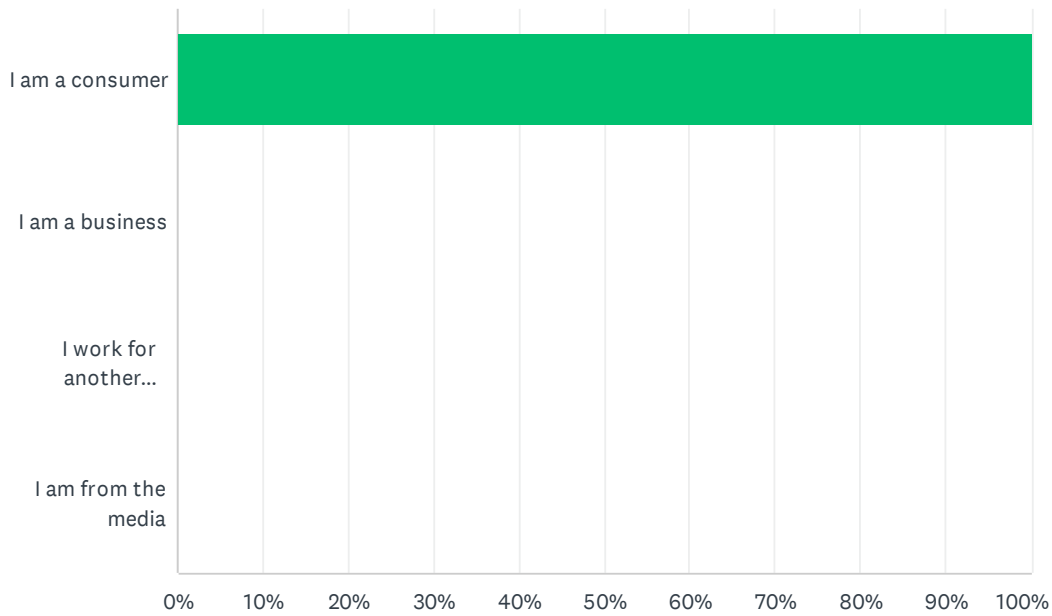


## UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
East of England	17.86%	10
East Midlands	1.79%	1
London	8.93%	5
North East	1.79%	1
Northern Ireland	0.00%	0
North West	7.14%	4
Scotland	12.50%	7
South East	16.07%	9
South West	8.93%	5
Wales	0.00%	0
West Midlands	3.57%	2
Yorkshire and Humber	12.50%	7
Outside of UK	8.93%	5
<b>TOTAL</b>		<b>56</b>

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

Answered: 56 Skipped: 0

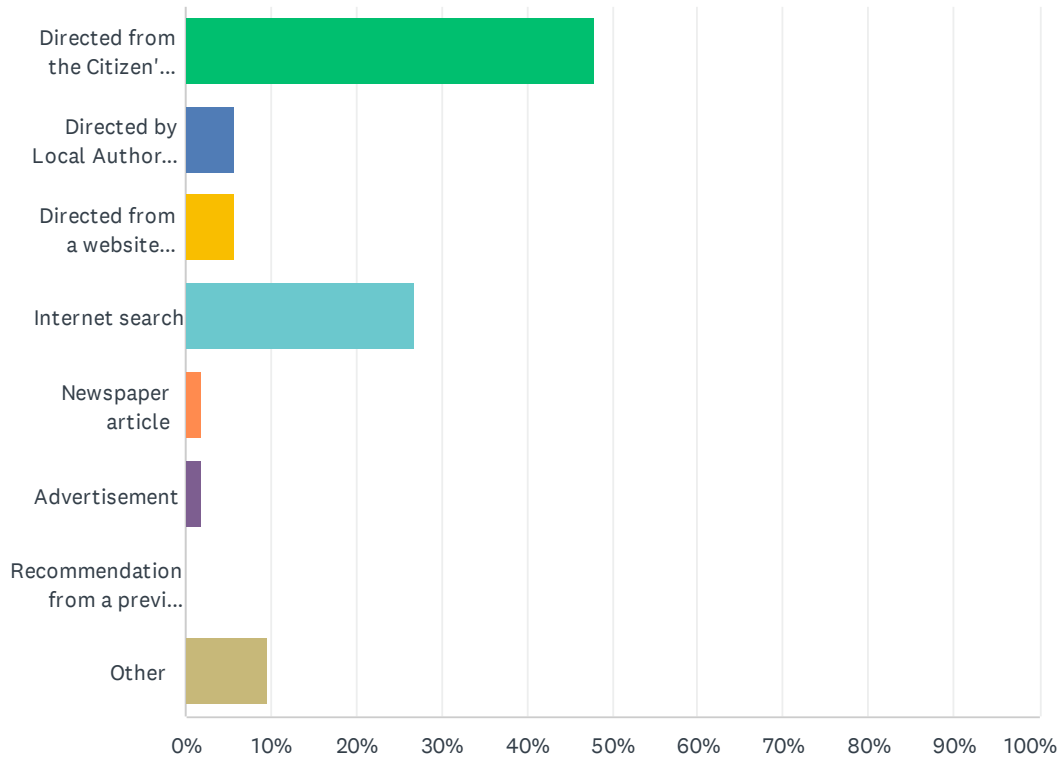


ANSWER CHOICES	RESPONSES	
I am a consumer	100.00%	56
I am a business	0.00%	0
I work for another consumer body	0.00%	0
I am from the media	0.00%	0
<b>TOTAL</b>		<b>56</b>



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

Answered: 52 Skipped: 4



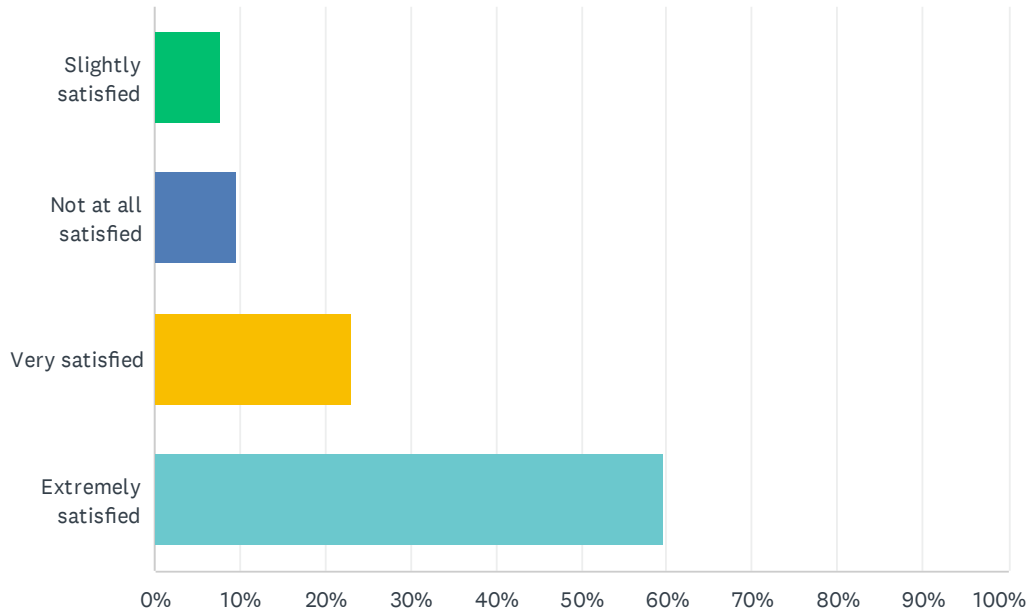
ANSWER CHOICES	RESPONSES	
Directed from the Citizen's Advice Consumer Service or other consumer body	48.08%	25
Directed by Local Authority or Local Council	5.77%	3
Directed from a website (other than our own)	5.77%	3
Internet search	26.92%	14
Newspaper article	1.92%	1
Advertisement	1.92%	1
Recommendation from a previous user	0.00%	0
Other	9.62%	5
<b>TOTAL</b>		<b>52</b>

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

Answered: 26 Skipped: 30

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

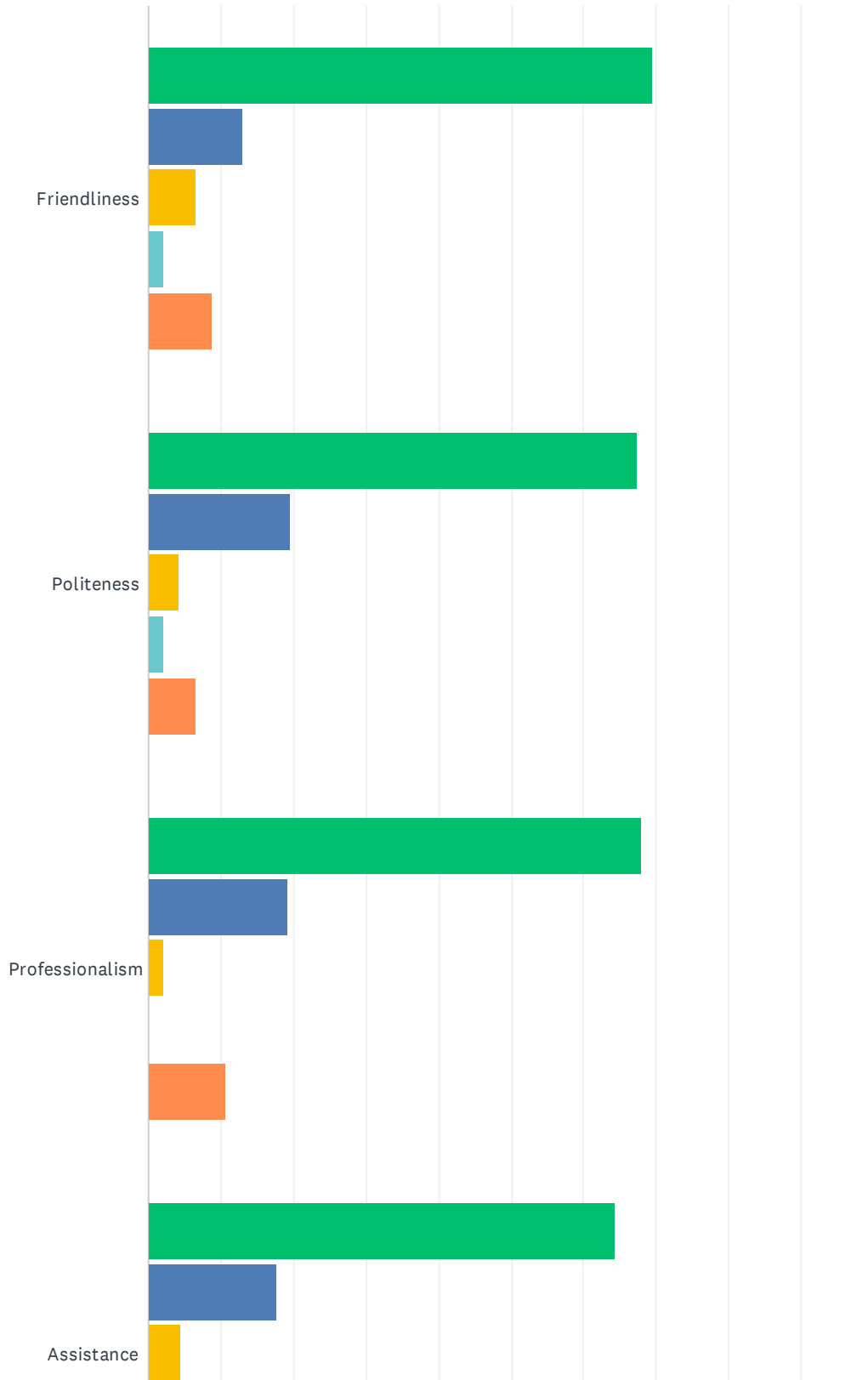
Answered: 52 Skipped: 4



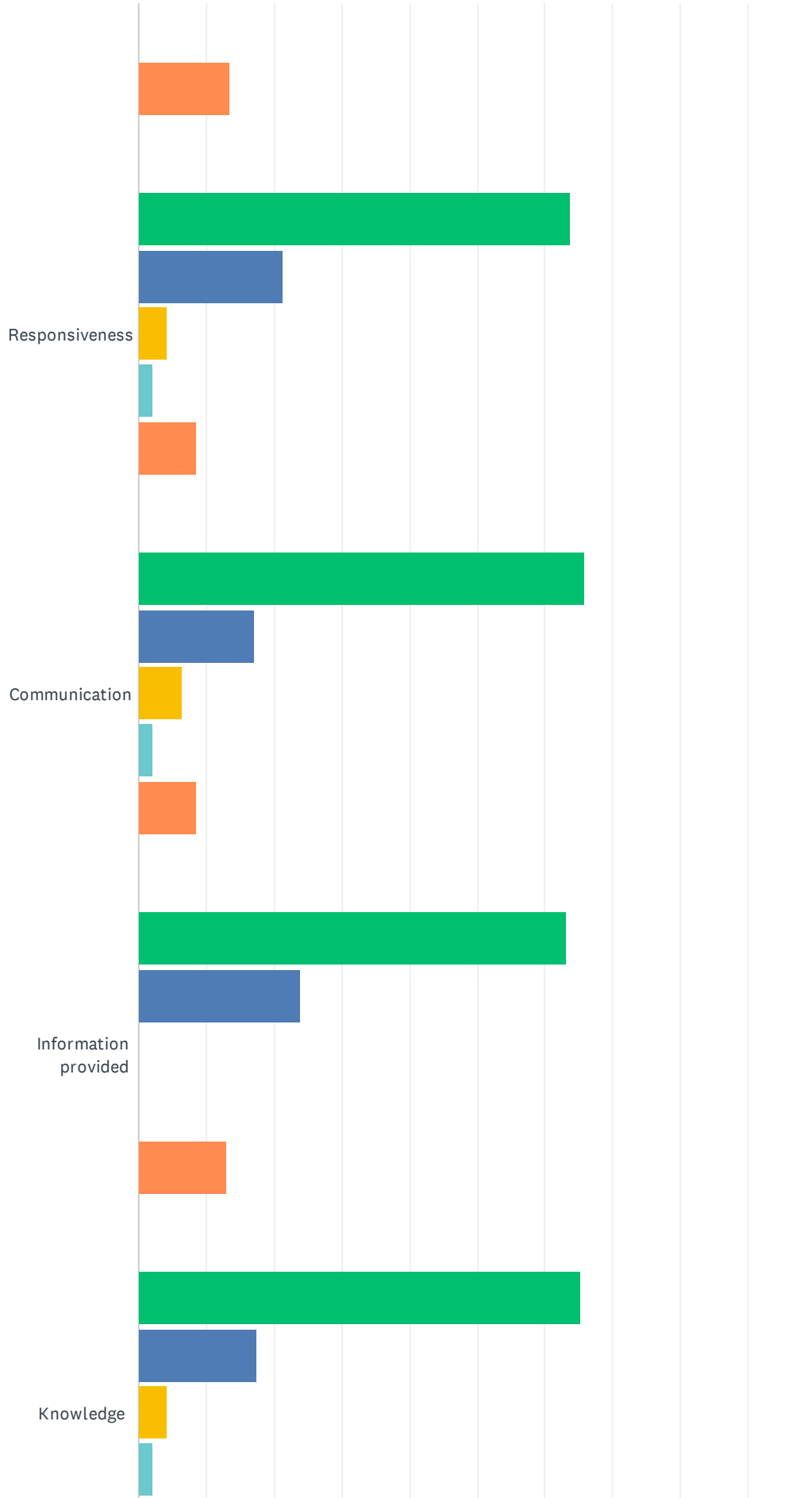
ANSWER CHOICES	RESPONSES	
Slightly satisfied	7.69%	4
Not at all satisfied	9.62%	5
Very satisfied	23.08%	12
Extremely satisfied	59.62%	31
<b>TOTAL</b>		<b>52</b>

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

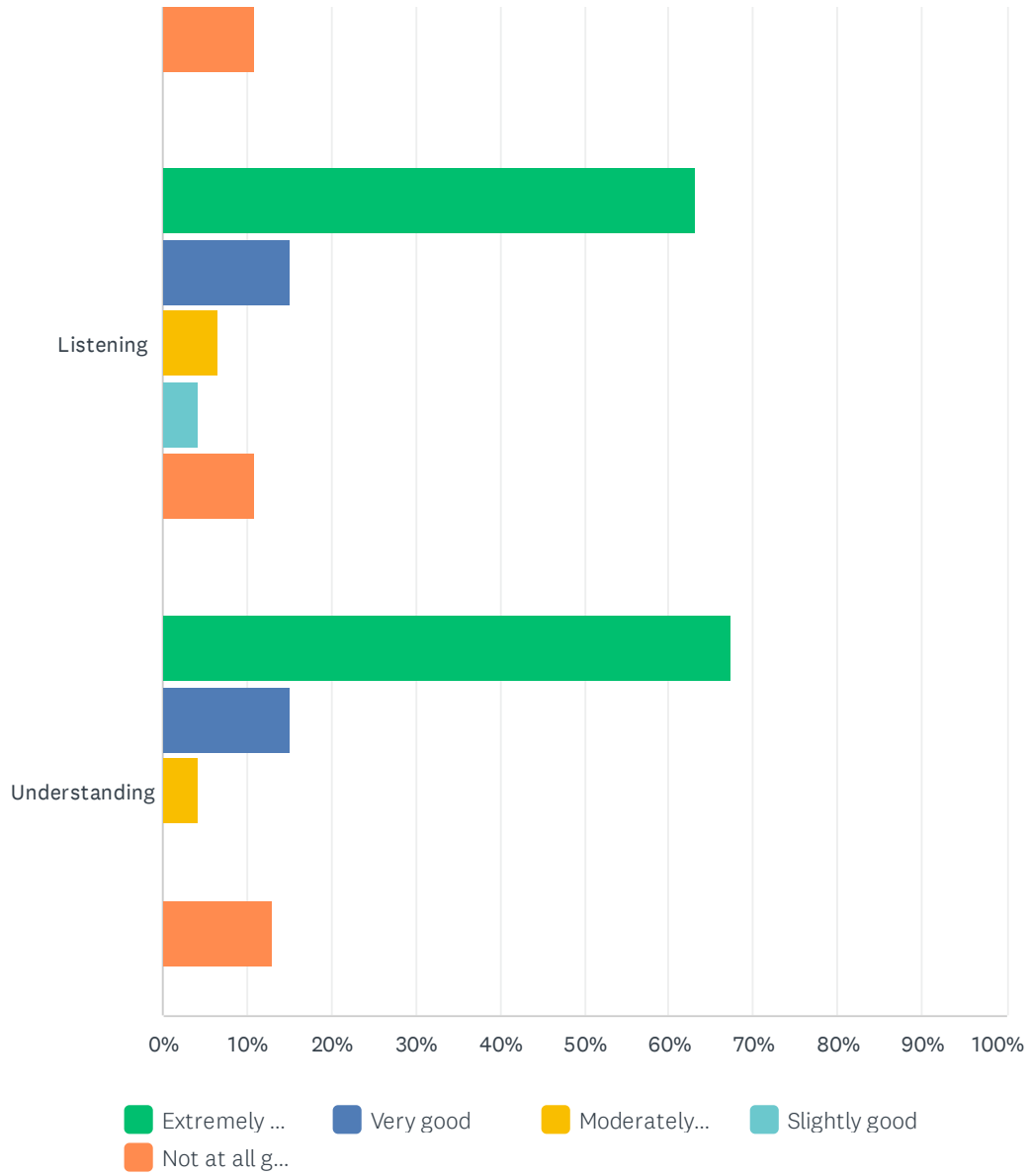
Answered: 47 Skipped: 9



# UK International Consumer Centre - Customer Satisfaction Survey



# UK International Consumer Centre - Customer Satisfaction Survey

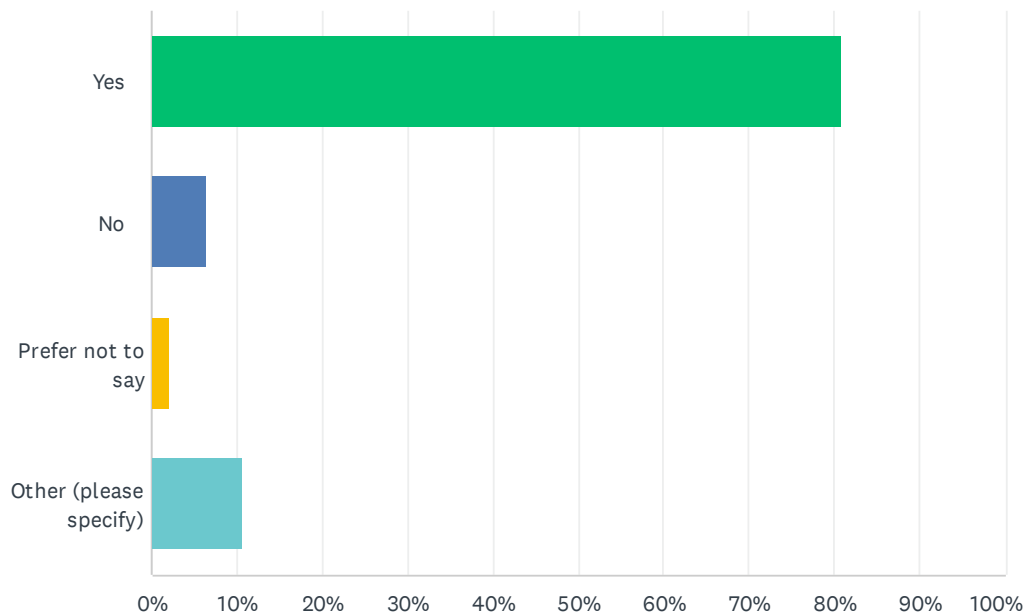


UK International Consumer Centre - Customer Satisfaction Survey

	<b>EXTREMELY GOOD</b>	<b>VERY GOOD</b>	<b>MODERATELY GOOD</b>	<b>SLIGHTLY GOOD</b>	<b>NOT AT ALL GOOD</b>	<b>TOTAL</b>
Friendliness	69.57% 32	13.04% 6	6.52% 3	2.17% 1	8.70% 4	46
Politeness	67.39% 31	19.57% 9	4.35% 2	2.17% 1	6.52% 3	46
Professionalism	68.09% 32	19.15% 9	2.13% 1	0.00% 0	10.64% 5	47
Assistance	64.44% 29	17.78% 8	4.44% 2	0.00% 0	13.33% 6	45
Responsiveness	63.83% 30	21.28% 10	4.26% 2	2.13% 1	8.51% 4	47
Communication	65.96% 31	17.02% 8	6.38% 3	2.13% 1	8.51% 4	47
Information provided	63.04% 29	23.91% 11	0.00% 0	0.00% 0	13.04% 6	46
Knowledge	65.22% 30	17.39% 8	4.35% 2	2.17% 1	10.87% 5	46
Listening	63.04% 29	15.22% 7	6.52% 3	4.35% 2	10.87% 5	46
Understanding	67.39% 31	15.22% 7	4.35% 2	0.00% 0	13.04% 6	46

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

Answered: 47 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	80.85%	38
No	6.38%	3
Prefer not to say	2.13%	1
Other (please specify)	10.64%	5
Total Respondents: 47		



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

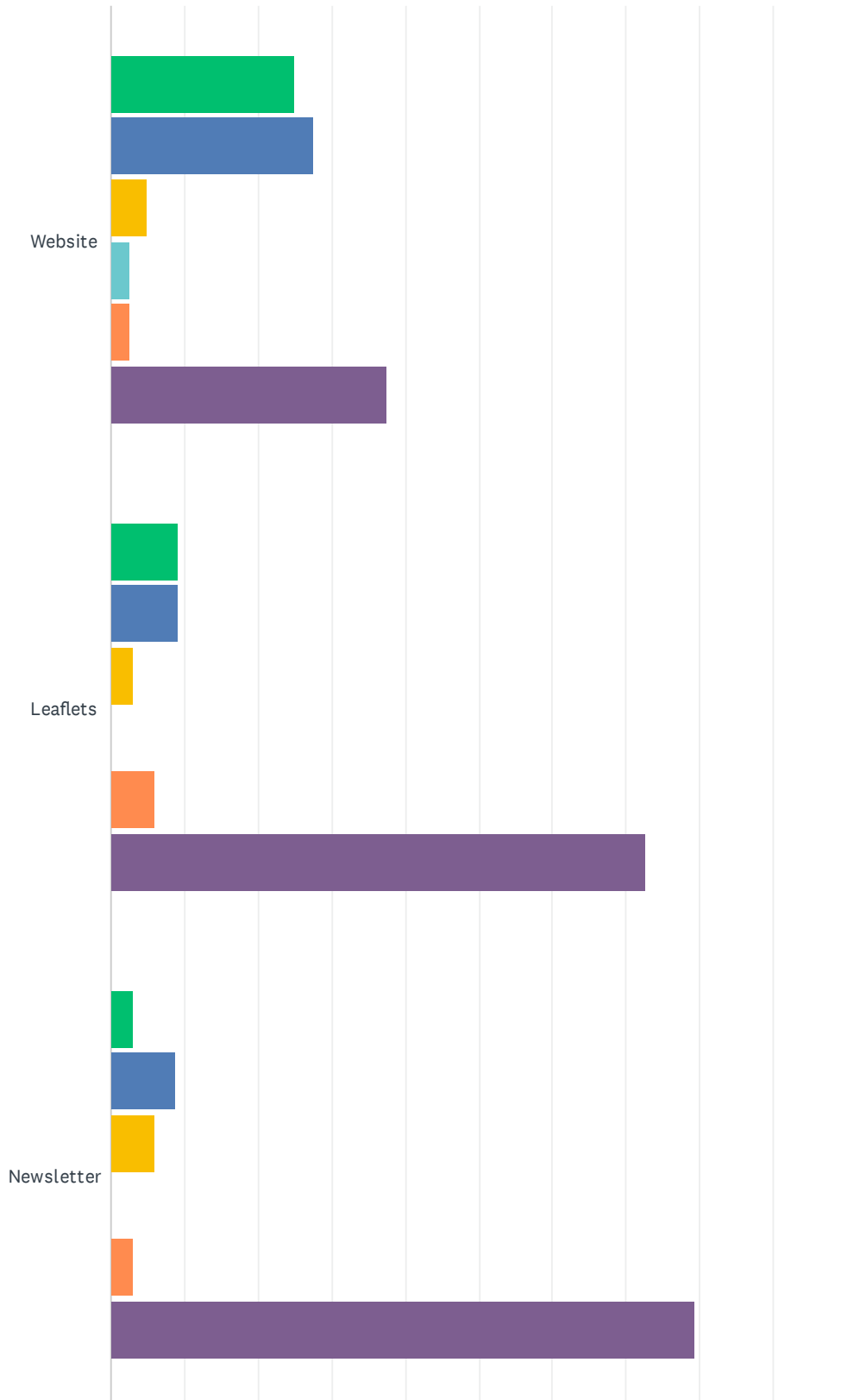
Answered: 47 Skipped: 9

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.

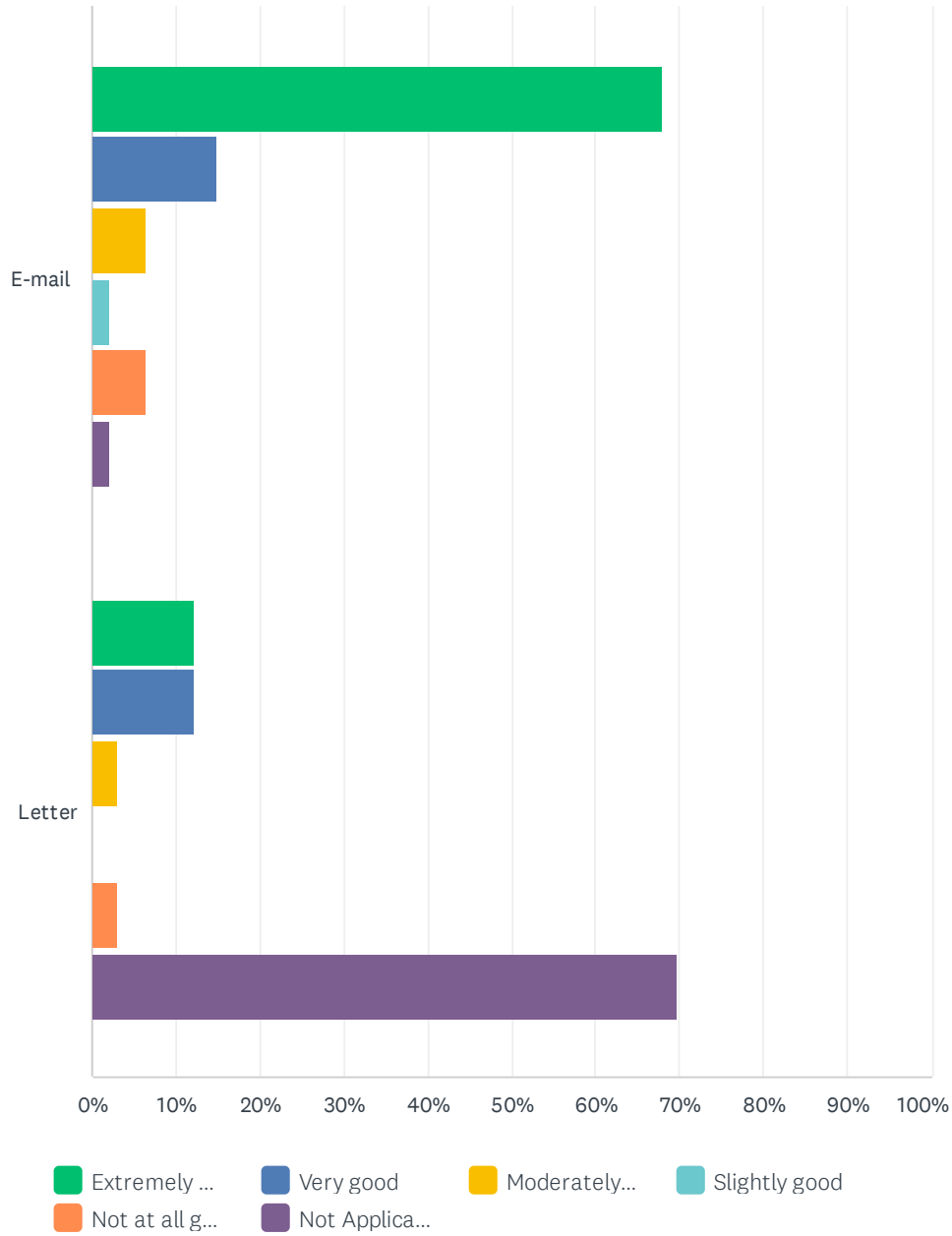
Answered: 47 Skipped: 9

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

Answered: 47 Skipped: 9



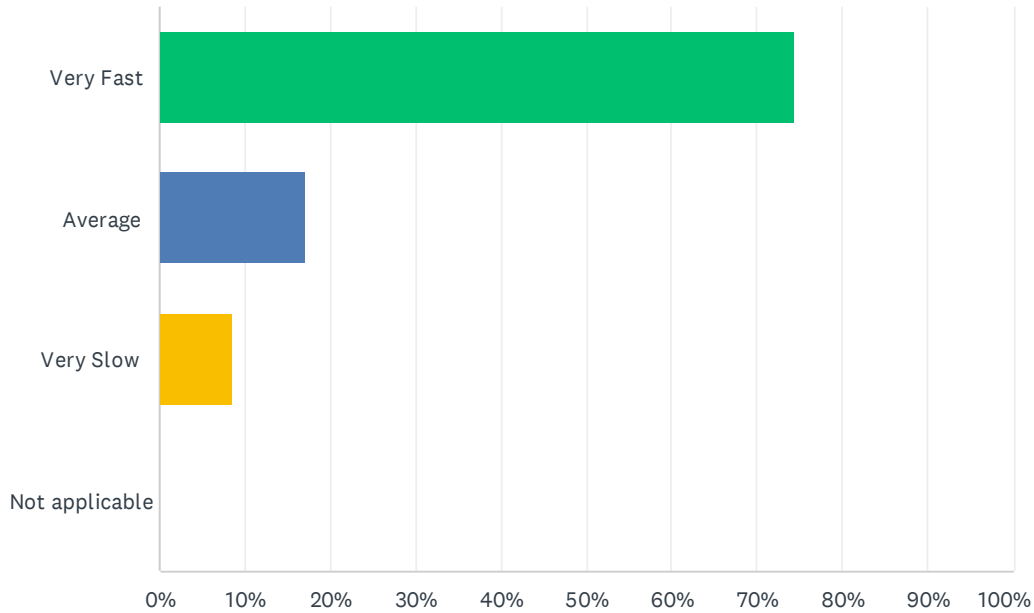
# UK International Consumer Centre - Customer Satisfaction Survey



	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	NOT APPLICABLE	TOTAL
Website	25.00% 10	27.50% 11	5.00% 2	2.50% 1	2.50% 1	37.50% 15	40
Leaflets	9.09% 3	9.09% 3	3.03% 1	0.00% 0	6.06% 2	72.73% 24	33
Newsletter	2.94% 1	8.82% 3	5.88% 2	0.00% 0	2.94% 1	79.41% 27	34
E-mail	68.09% 32	14.89% 7	6.38% 3	2.13% 1	6.38% 3	2.13% 1	47
Letter	12.12% 4	12.12% 4	3.03% 1	0.00% 0	3.03% 1	69.70% 23	33

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

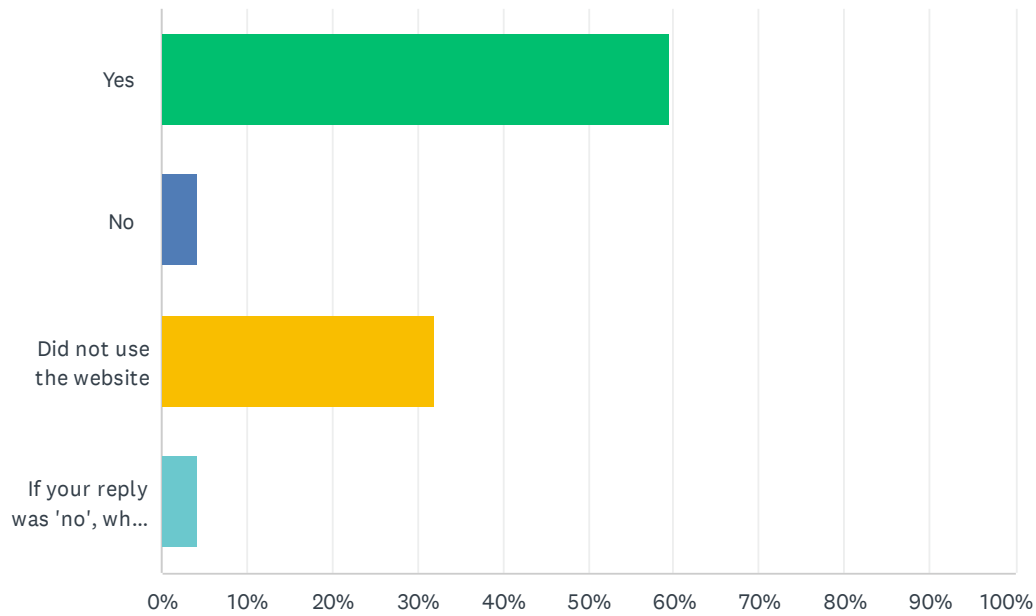
Answered: 47 Skipped: 9



ANSWER CHOICES	RESPONSES	
Very Fast	74.47%	35
Average	17.02%	8
Very Slow	8.51%	4
Not applicable	0.00%	0
<b>TOTAL</b>		<b>47</b>

## Q15 Did you find our website easy to use?

Answered: 47 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	59.57%	28
No	4.26%	2
Did not use the website	31.91%	15
If your reply was 'no', what improvements would you recommend?	4.26%	2
<b>TOTAL</b>		<b>47</b>

**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: 25 Skipped: 31

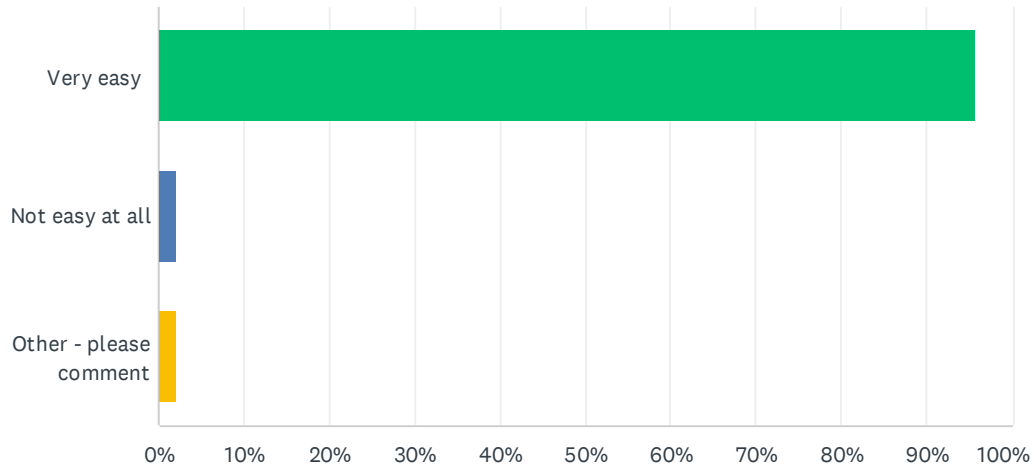
**Q17 Do you have any suggestions as to how we can improve on the service we provide?**

Answered: 21 Skipped: 35



## Q18 How easy was it for you to contact us?

Answered: 47 Skipped: 9



ANSWER CHOICES	RESPONSES	
Very easy	95.74%	45
Not easy at all	2.13%	1
Other - please comment	2.13%	1
Total Respondents: 47		

**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: 32