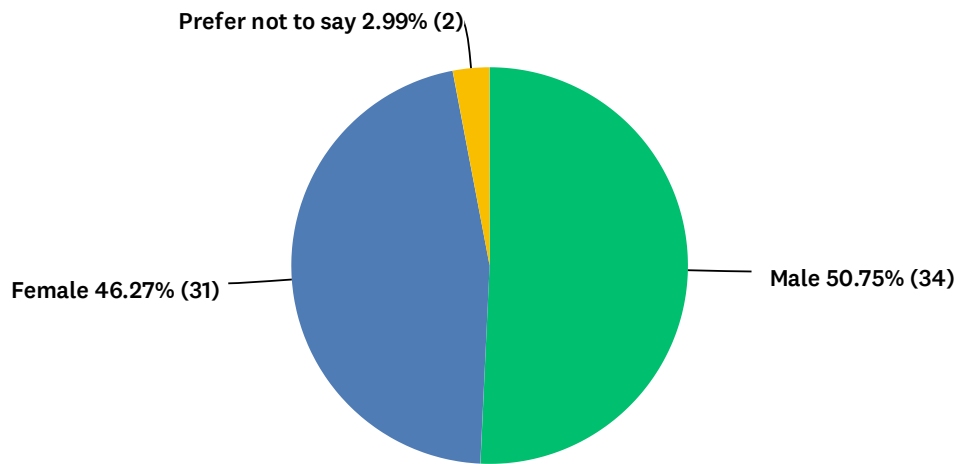


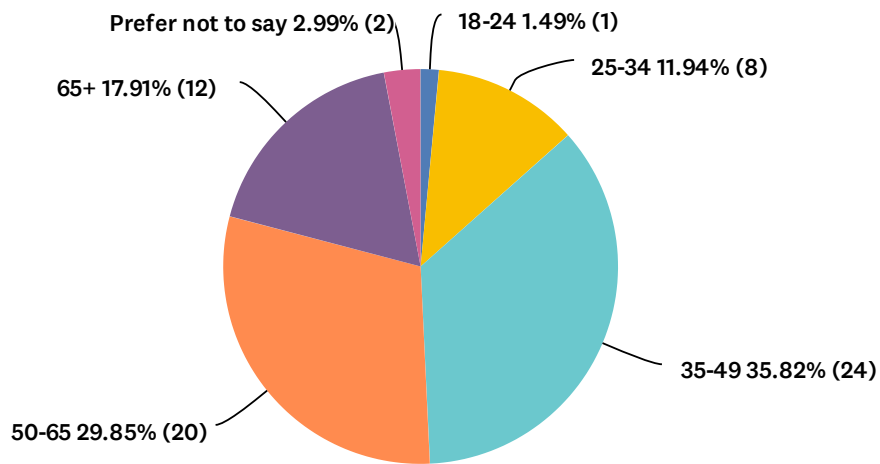
## Q1 What is your Gender?

Answered: 67 Skipped: 0



## Q2 What is your age?

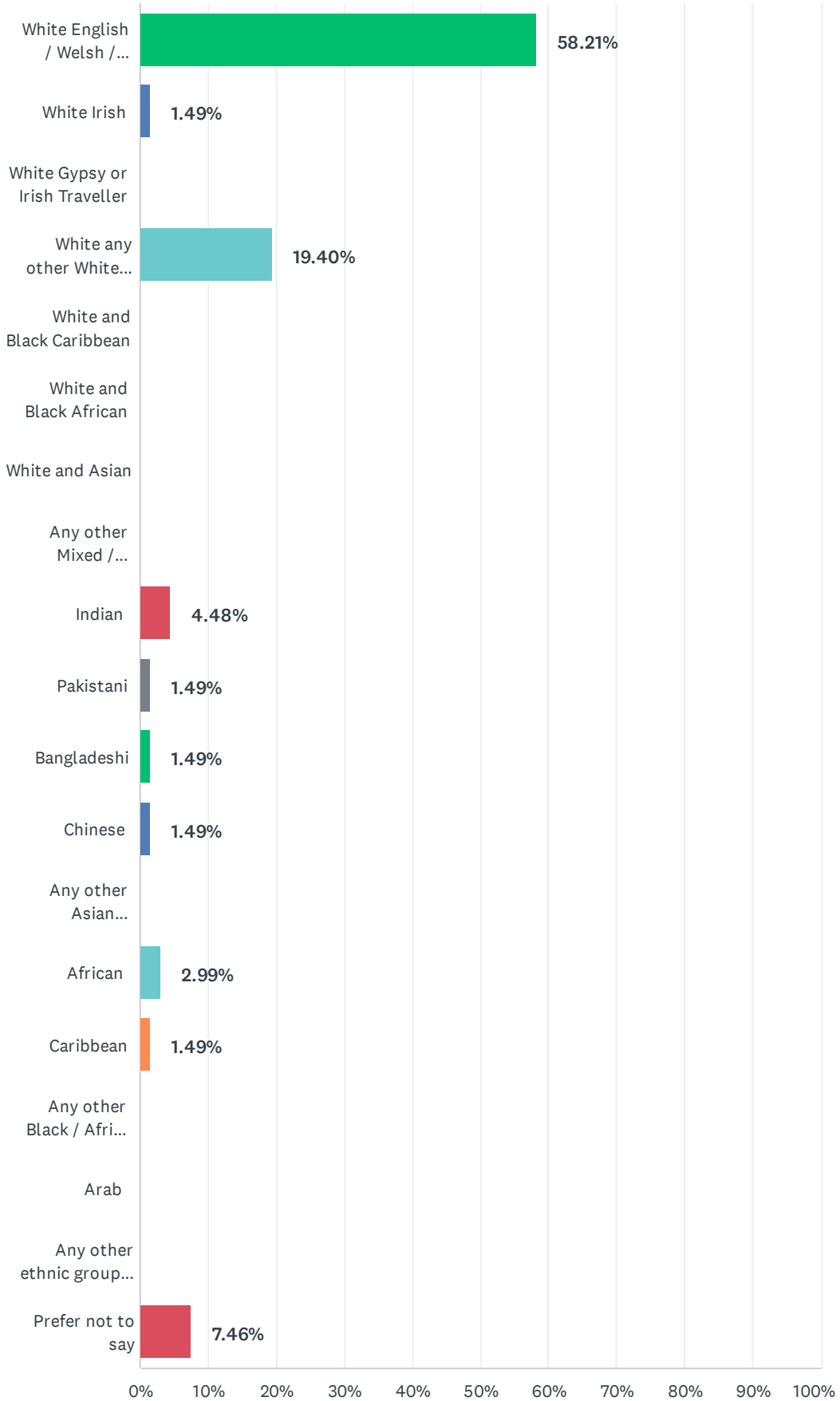
Answered: 67 Skipped: 0



### Q3 What is your ethnic group?

Answered: 67 Skipped: 0

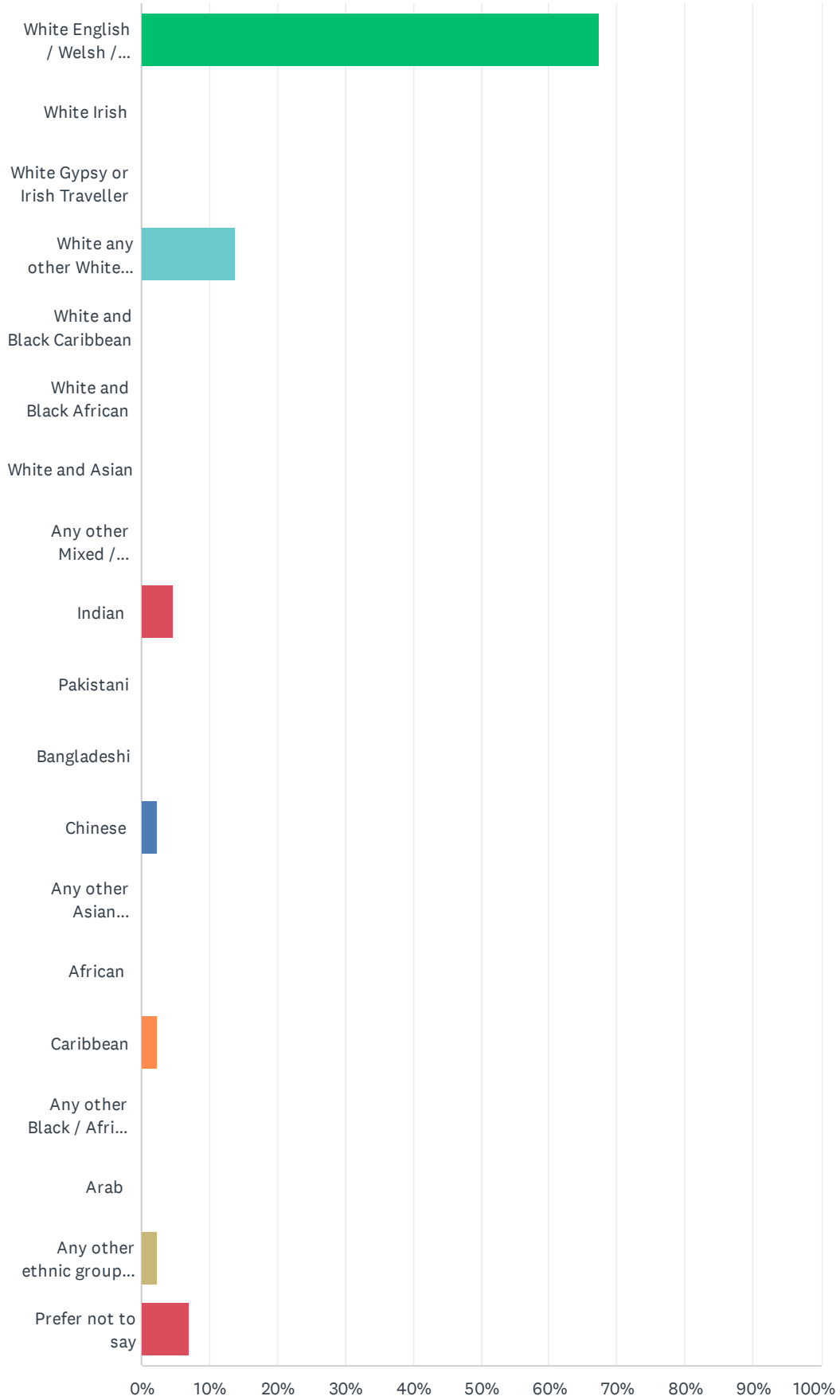
# UK European Consumer Centre - Customer Satisfaction Survey



## Q4 What is your ethnic group?

Answered: 43 Skipped: 24

# UK European Consumer Centre - Customer Satisfaction Survey

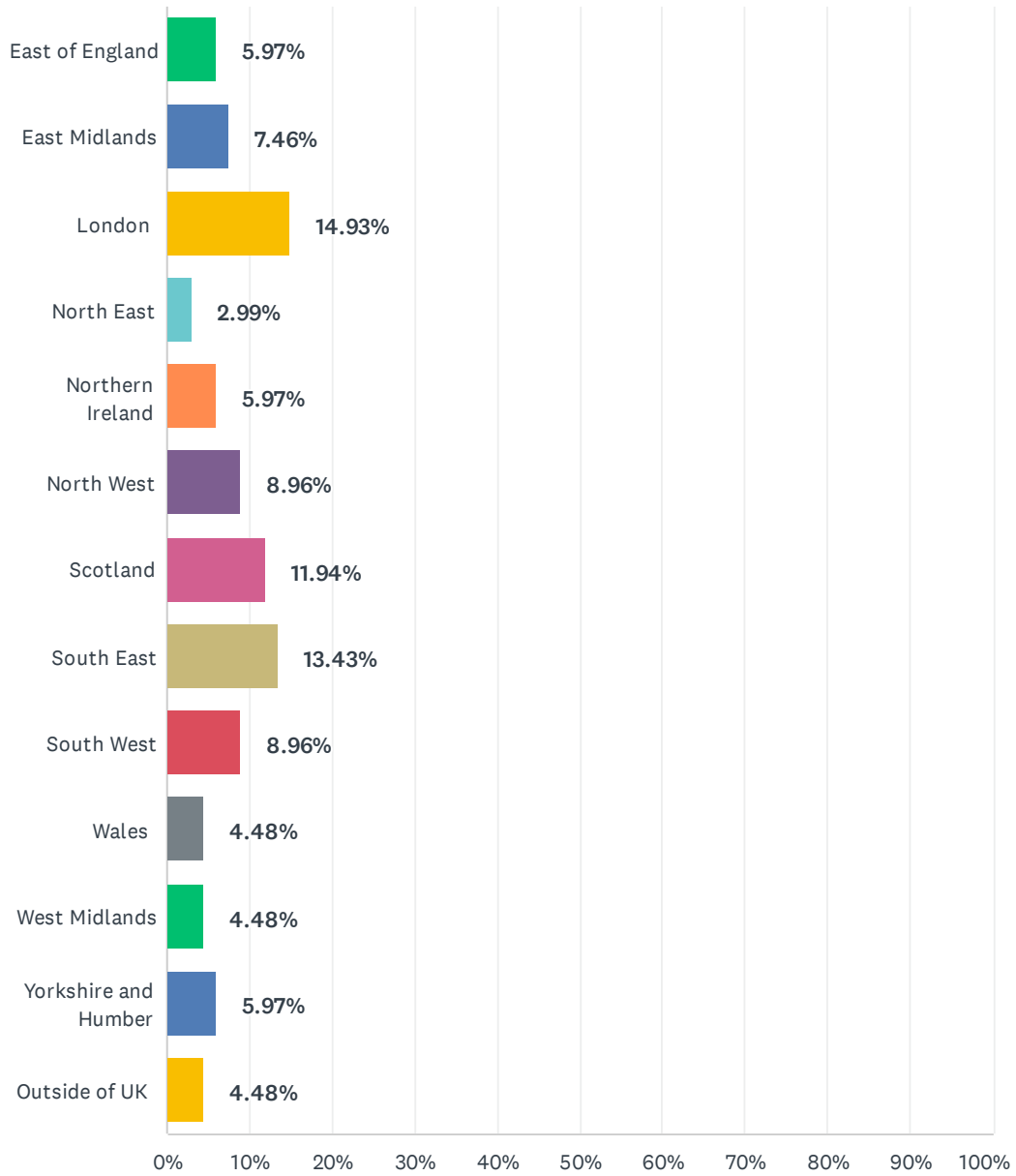


## UK European Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
White English / Welsh / Scottish / Northern Irish / British	67.44%	29
White Irish	0.00%	0
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	13.95%	6
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	4.65%	2
Pakistani	0.00%	0
Bangladeshi	0.00%	0
Chinese	2.33%	1
Any other Asian background, please describe below	0.00%	0
African	0.00%	0
Caribbean	2.33%	1
Any other Black / African / Caribbean background, please describe below	0.00%	0
Arab	0.00%	0
Any other ethnic group, please describe below	2.33%	1
Prefer not to say	6.98%	3
Total Respondents: 43		

## Q5 Which region do you live in?

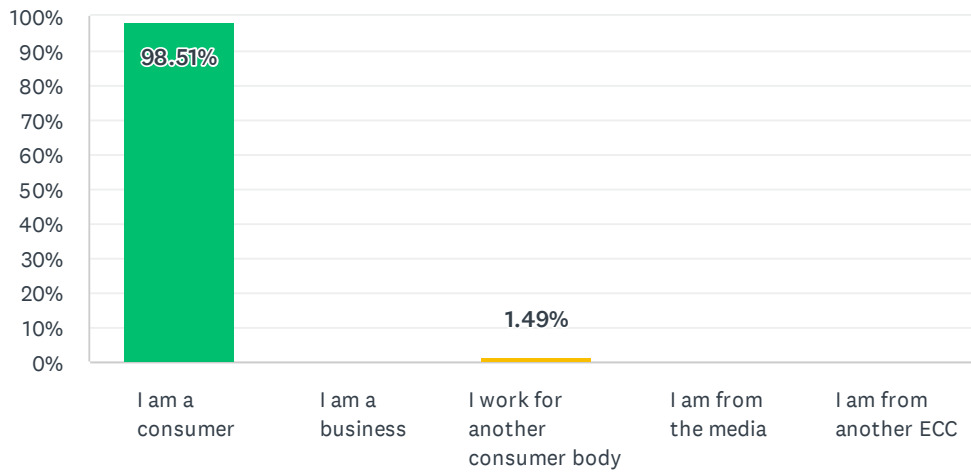
Answered: 67 Skipped: 0





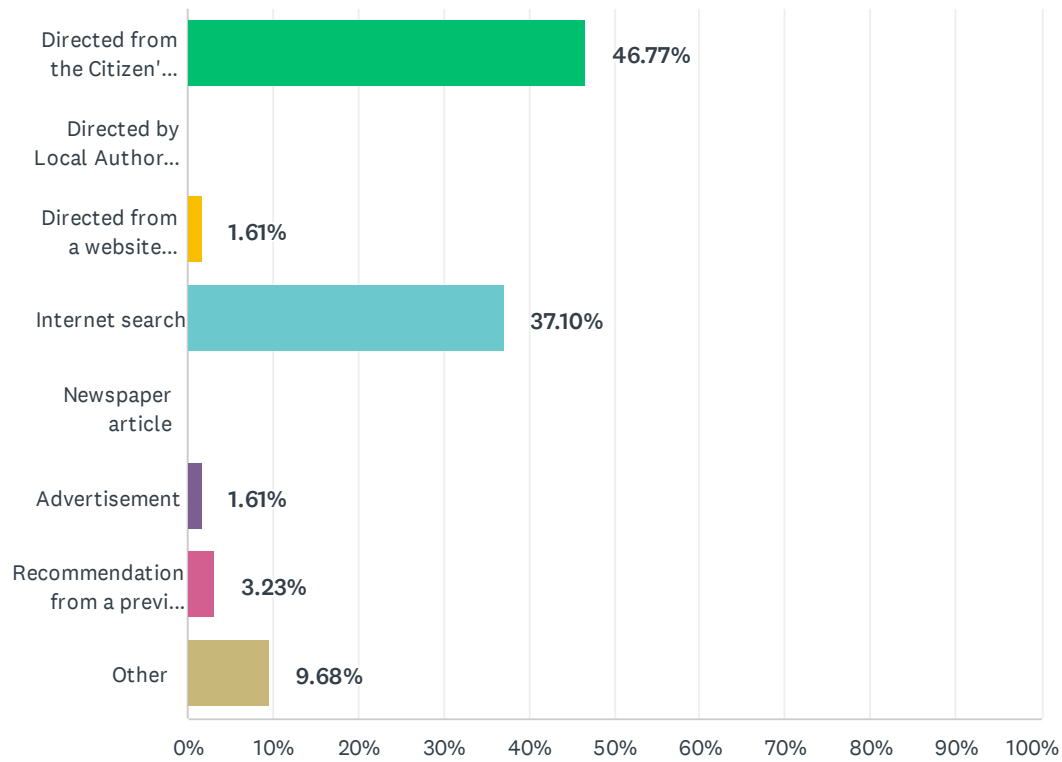
## Q6 Which of the following best describes your reason for contacting us?

Answered: 67 Skipped: 0



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

Answered: 62 Skipped: 5

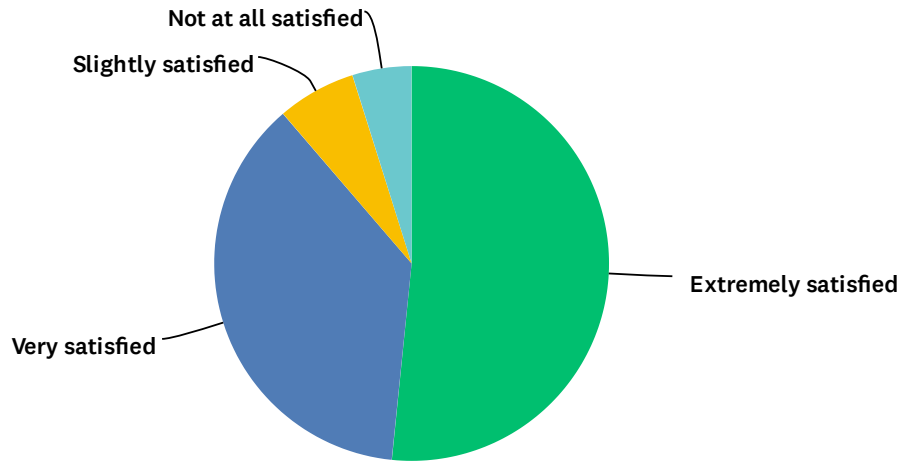


**Q8 Please provide a reference number if you have had or currently have a case with the UK European Consumer Centre**

Answered: 43 Skipped: 24

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

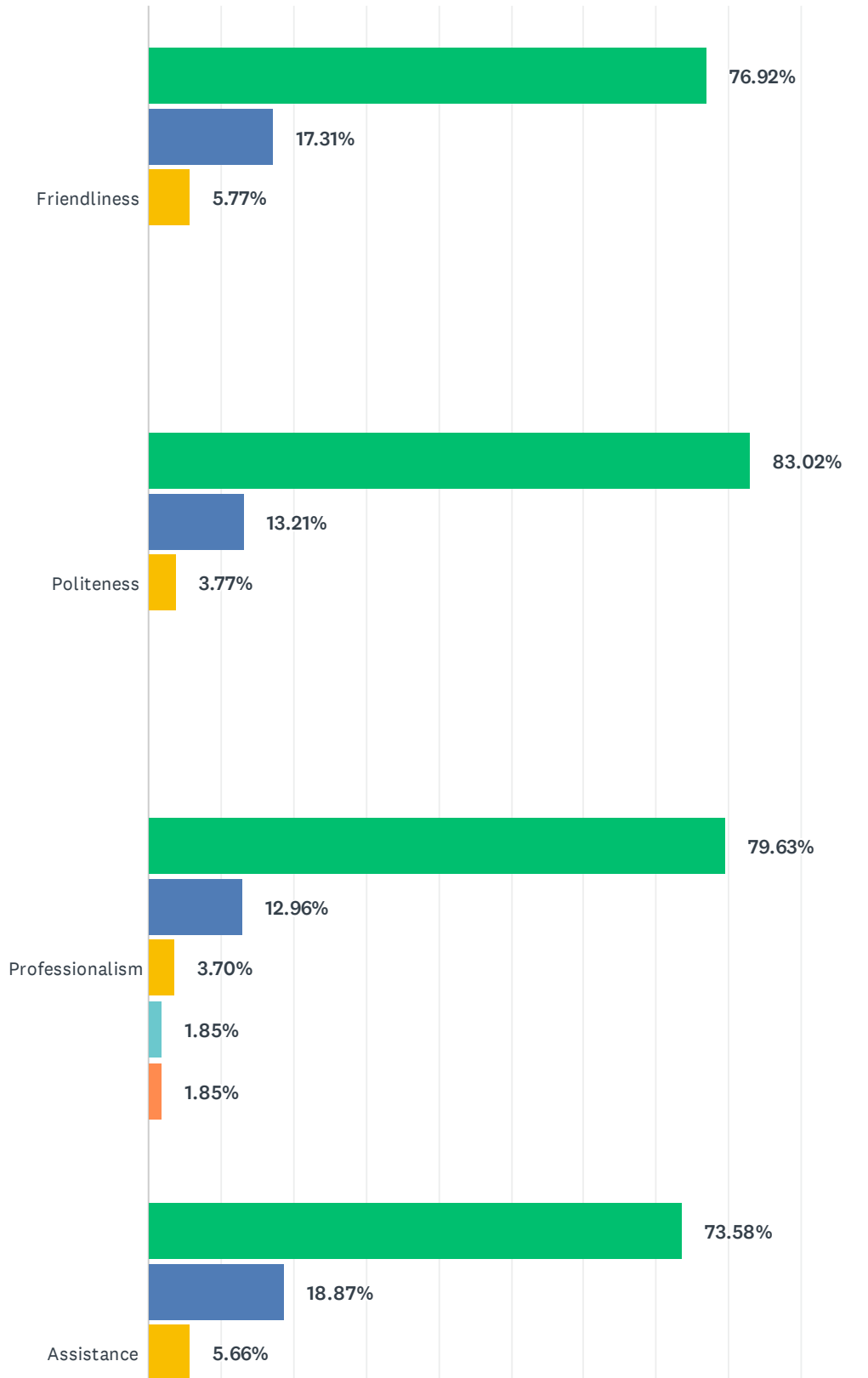
Answered: 62 Skipped: 5



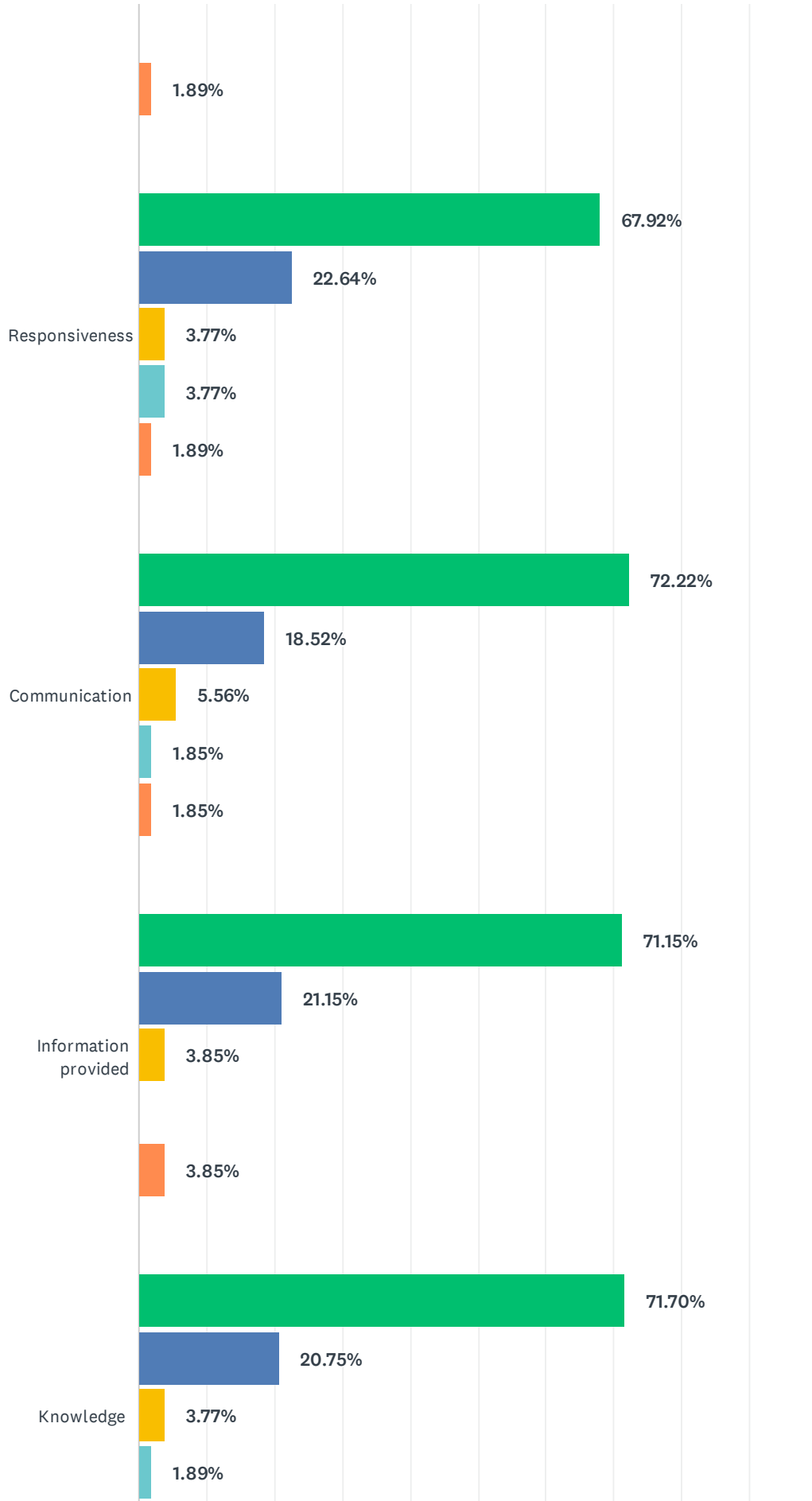
ANSWER CHOICES	RESPONSES	
Extremely satisfied	51.61%	32
Very satisfied	37.10%	23
Slightly satisfied	6.45%	4
Not at all satisfied	4.84%	3
TOTAL		62

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

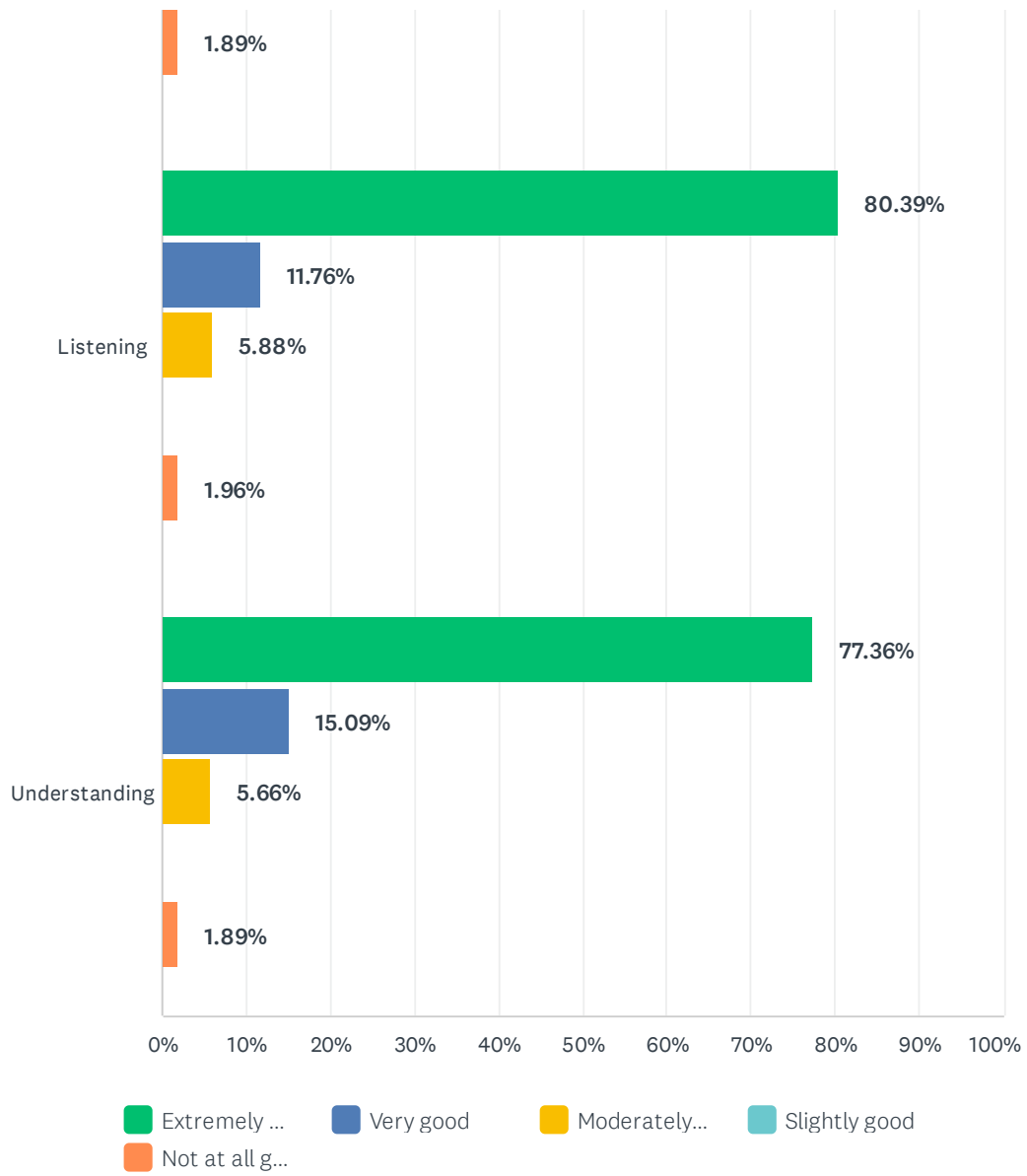
Answered: 54 Skipped: 13



# UK European Consumer Centre - Customer Satisfaction Survey

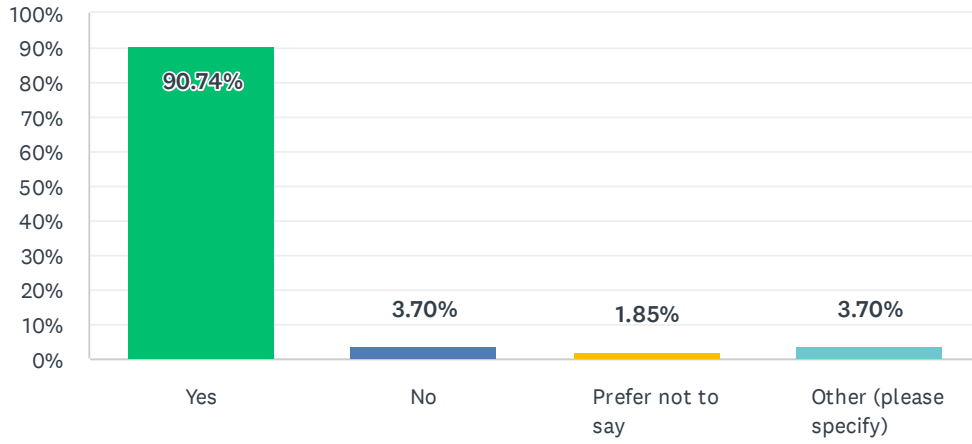


# UK European Consumer Centre - Customer Satisfaction Survey



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

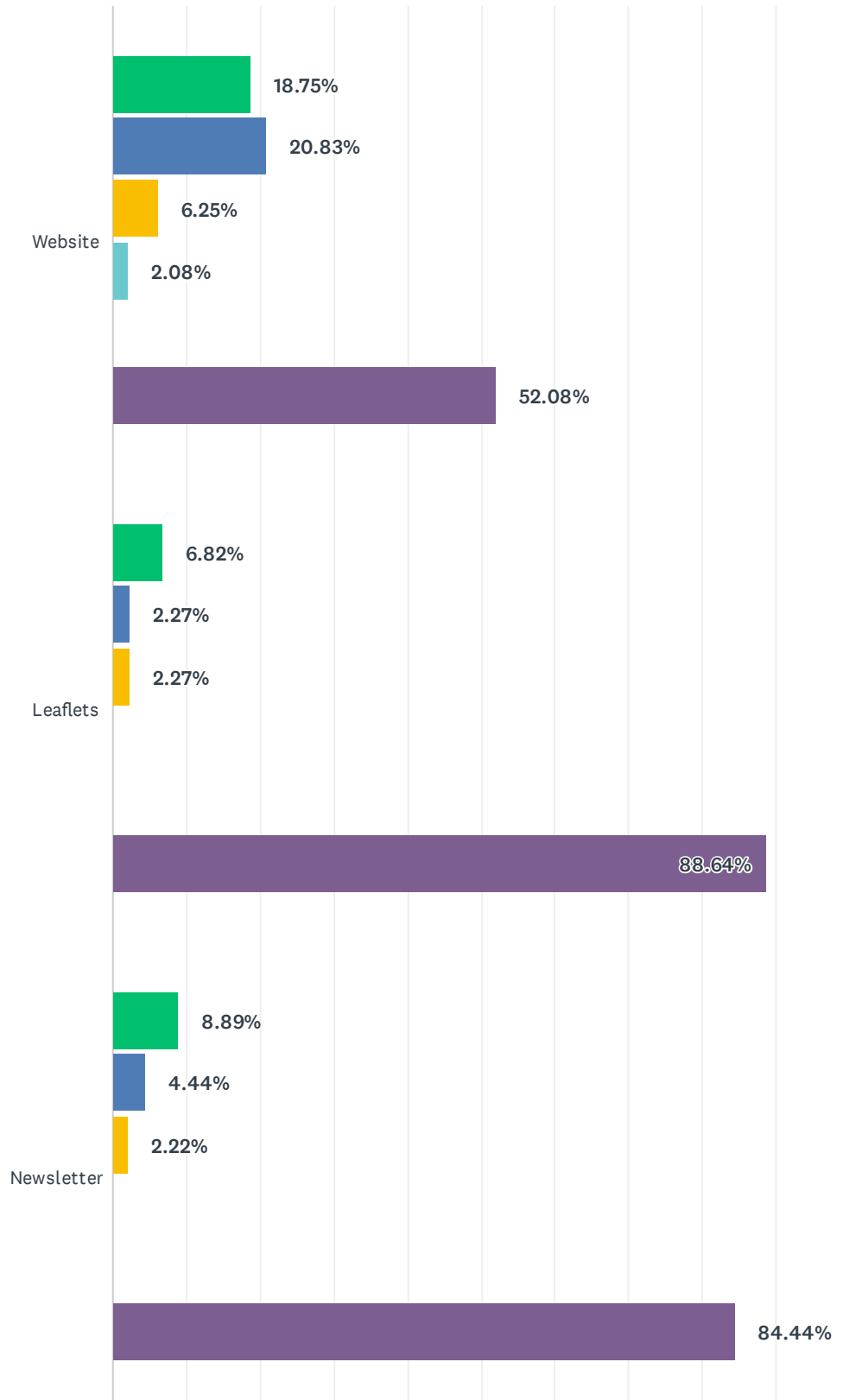
Answered: 54 Skipped: 13



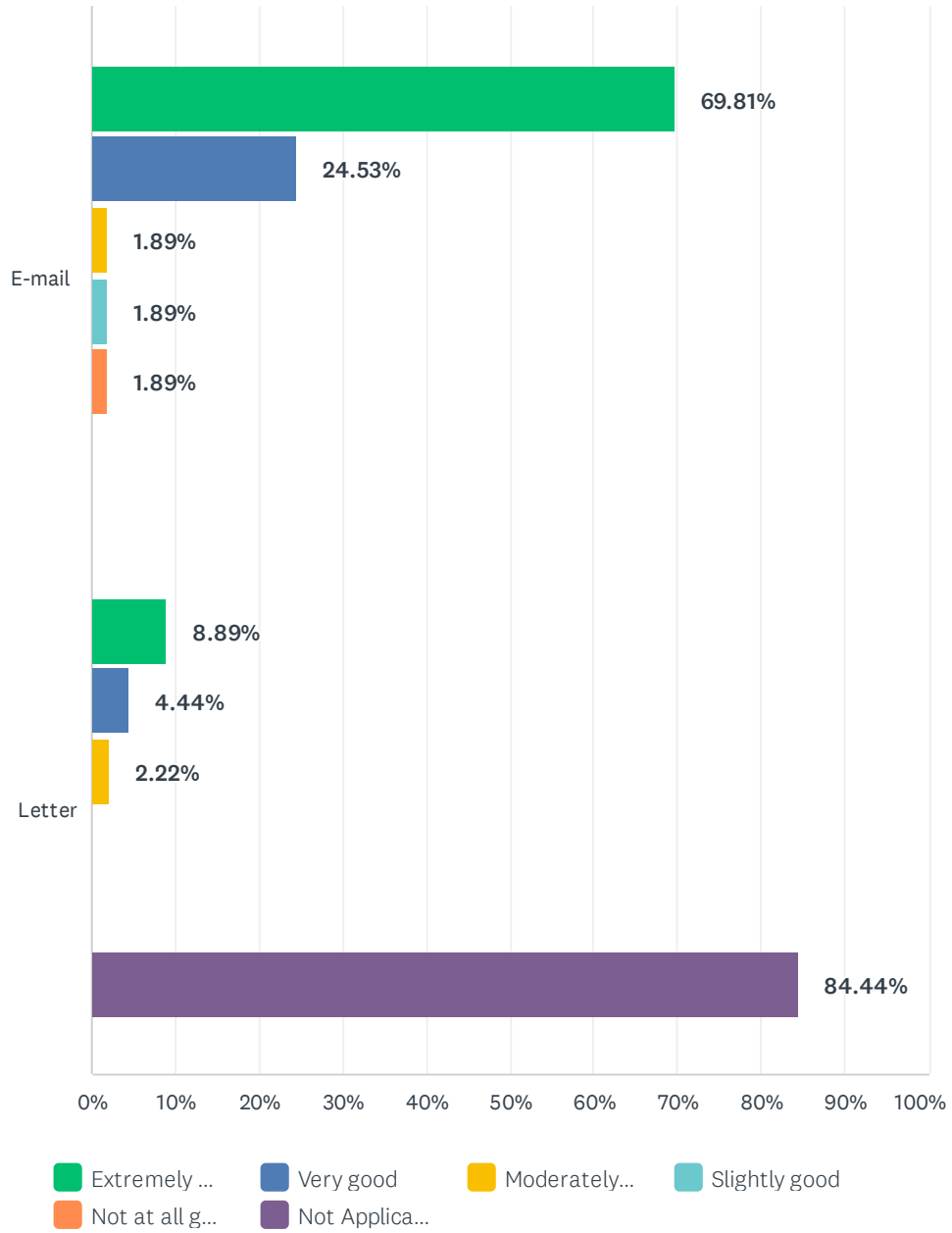


## Q12 Please rate the UK European Consumer Centre in the following areas:

Answered: 54 Skipped: 13

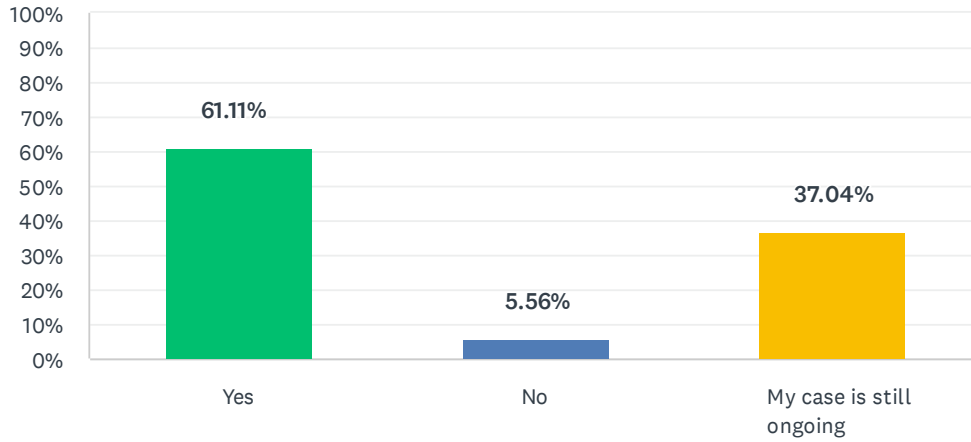


# UK European Consumer Centre - Customer Satisfaction Survey



### 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: 54 Skipped: 13

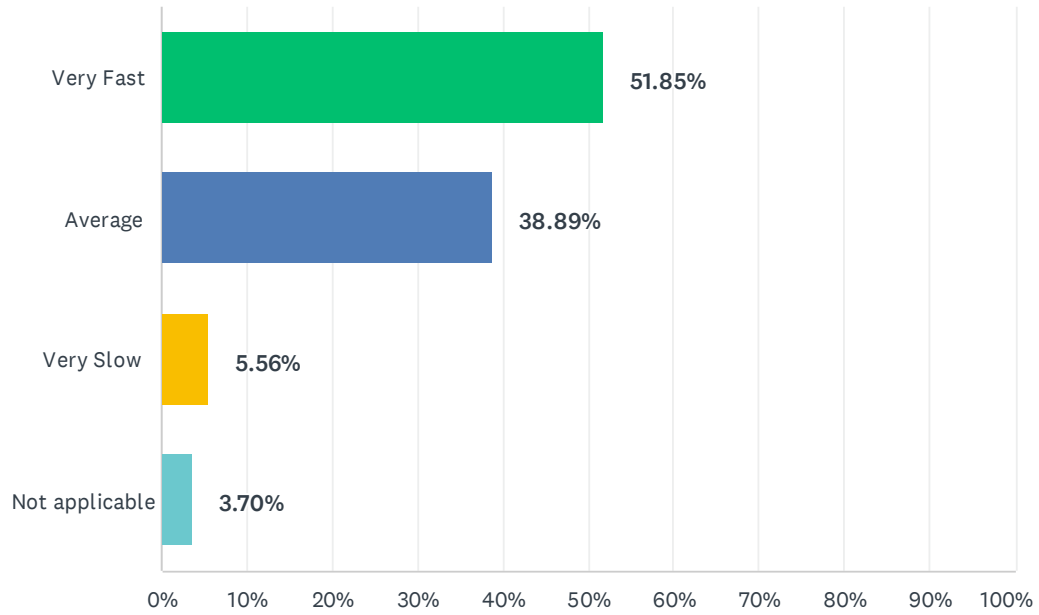


**Q14 If your case was resolved, please provide an estimated value of how much you recovered.**

Answered: 16 Skipped: 51

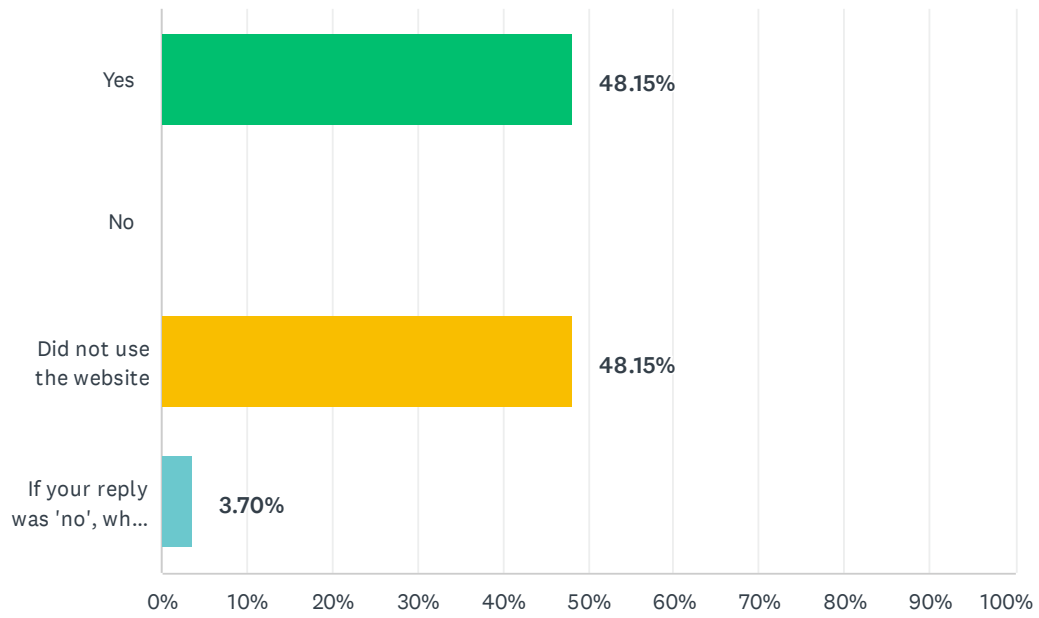
## Q15 How would you rate the speed of the response from the UK European Consumer Centre?

Answered: 54 Skipped: 13



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

Answered: 54 Skipped: 13



**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: 28 Skipped: 39

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

Answered: 19 Skipped: 48



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

Answered: 53 Skipped: 14

