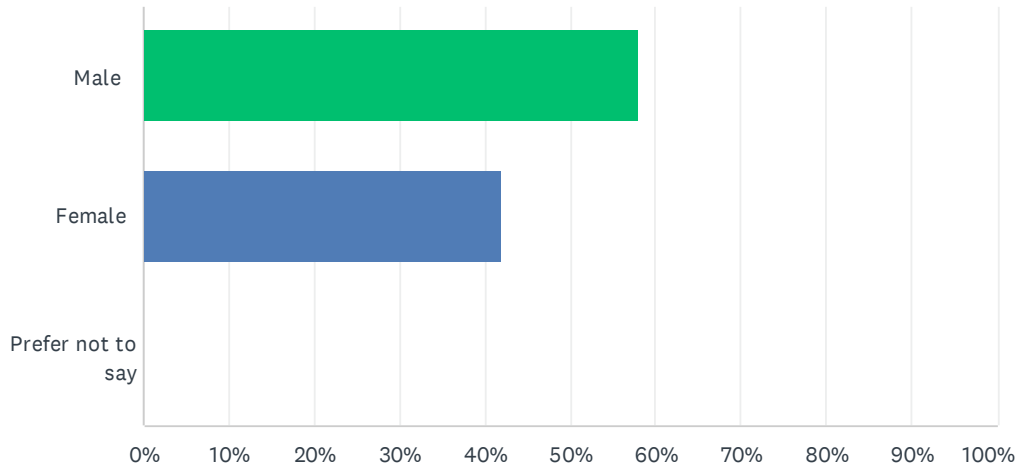


## Q1 What is your Gender?

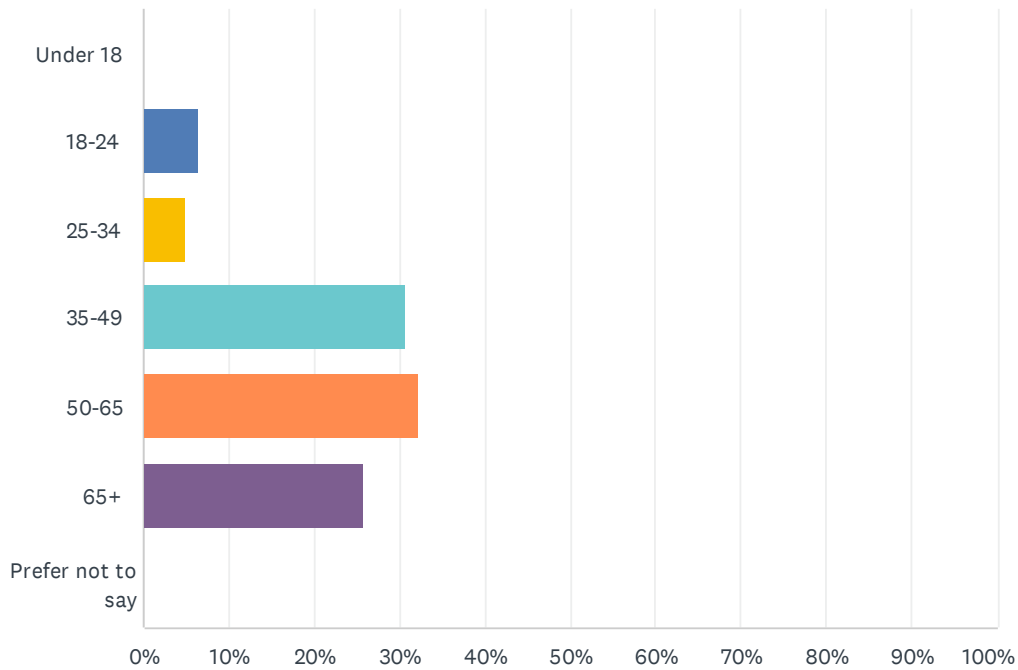
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	58.06%	36
Female	41.94%	26
Prefer not to say	0.00%	0
<b>TOTAL</b>		<b>62</b>

## Q2 What is your age?

Answered: 62 Skipped: 0

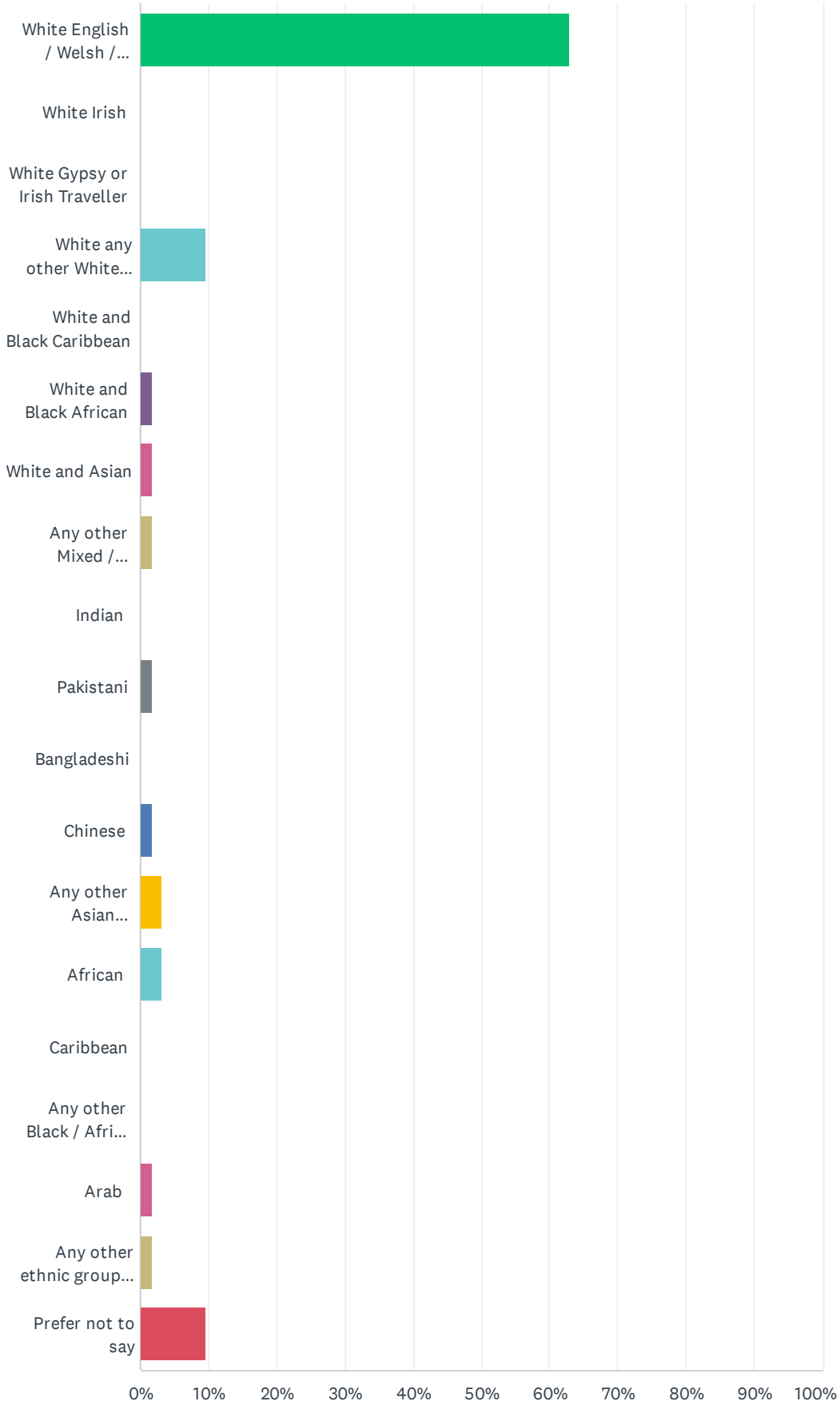


ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	6.45%	4
25-34	4.84%	3
35-49	30.65%	19
50-65	32.26%	20
65+	25.81%	16
Prefer not to say	0.00%	0
<b>TOTAL</b>		<b>62</b>

### Q3 What is your ethnic group?

Answered: 62 Skipped: 0

# UK International Consumer Centre - Customer Satisfaction Survey

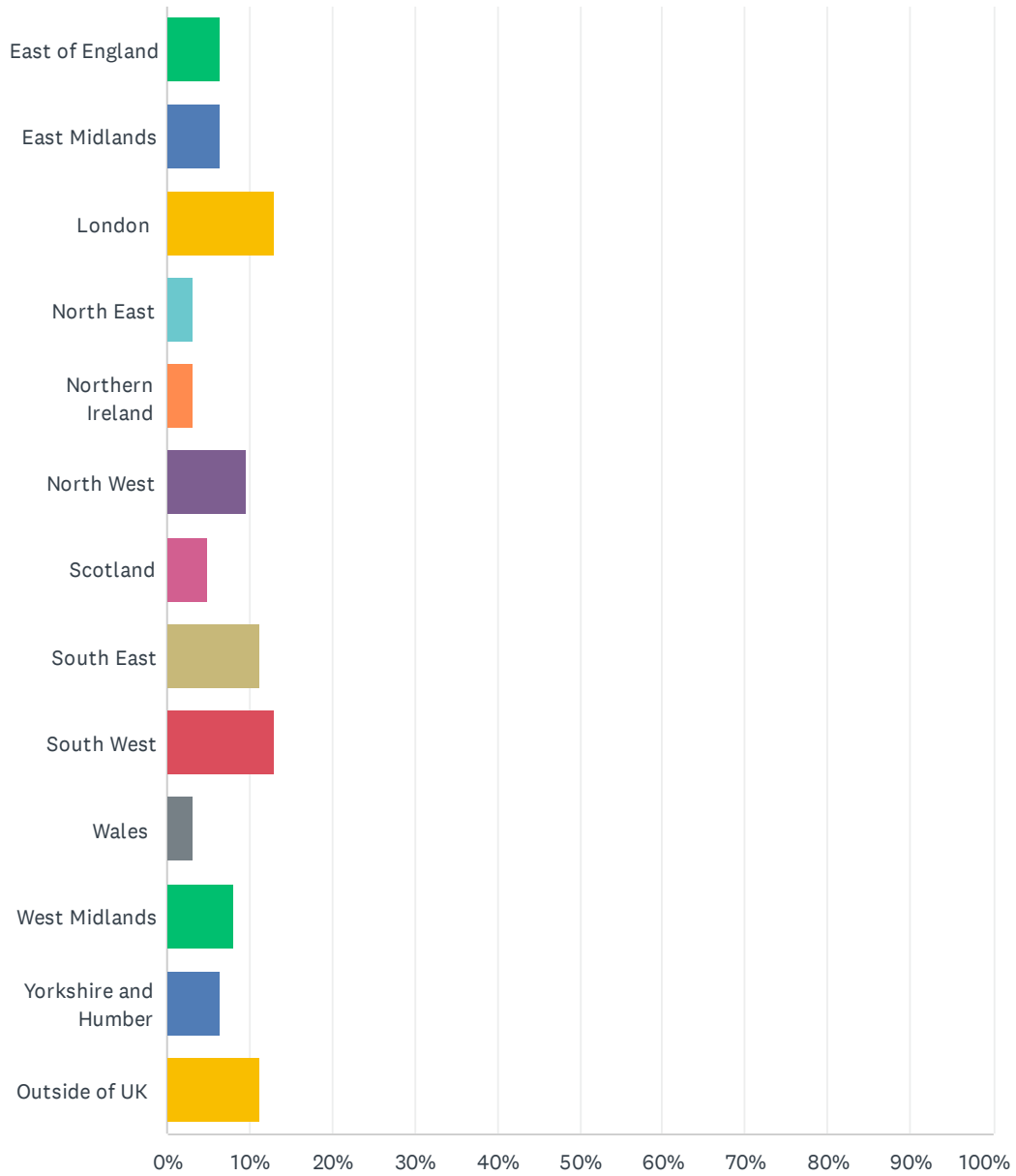


UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
White English / Welsh / Scottish / Northern Irish / British	62.90%	39
White Irish	0.00%	0
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	9.68%	6
White and Black Caribbean	0.00%	0
White and Black African	1.61%	1
White and Asian	1.61%	1
Any other Mixed / Multiple ethnic background, please describe below	1.61%	1
Indian	0.00%	0
Pakistani	1.61%	1
Bangladeshi	0.00%	0
Chinese	1.61%	1
Any other Asian background, please describe below	3.23%	2
African	3.23%	2
Caribbean	0.00%	0
Any other Black / African / Caribbean background, please describe below	0.00%	0
Arab	1.61%	1
Any other ethnic group, please describe below	1.61%	1
Prefer not to say	9.68%	6
Total Respondents: 62		

## Q4 Which region do you live in?

Answered: 62 Skipped: 0

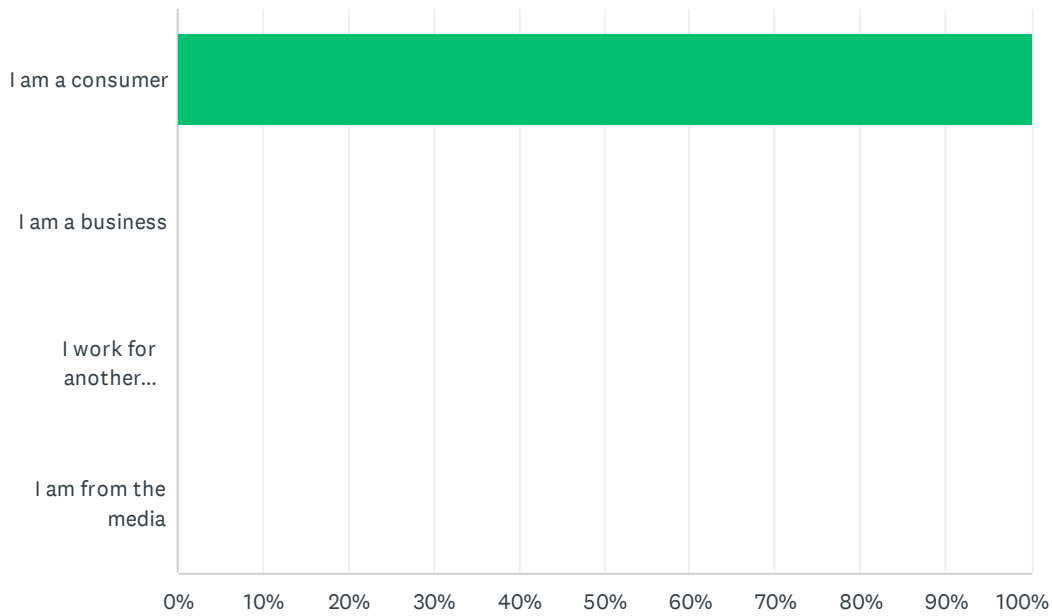


## UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
East of England	6.45%	4
East Midlands	6.45%	4
London	12.90%	8
North East	3.23%	2
Northern Ireland	3.23%	2
North West	9.68%	6
Scotland	4.84%	3
South East	11.29%	7
South West	12.90%	8
Wales	3.23%	2
West Midlands	8.06%	5
Yorkshire and Humber	6.45%	4
Outside of UK	11.29%	7
<b>TOTAL</b>		<b>62</b>

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

Answered: 62 Skipped: 0

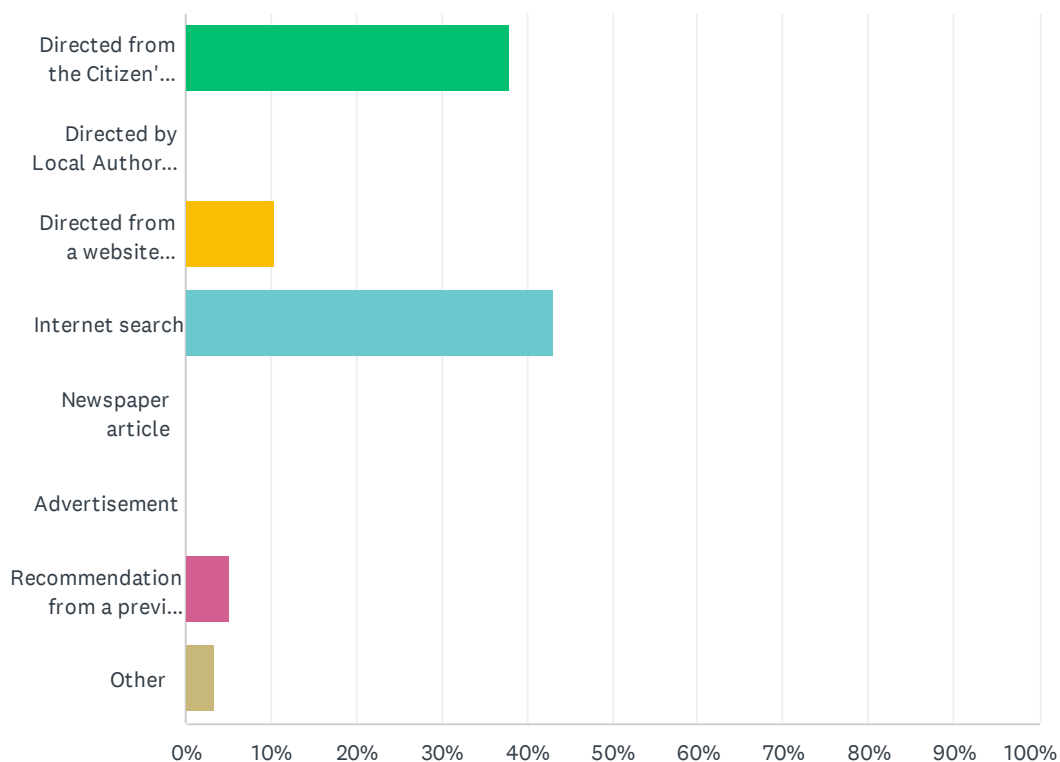


ANSWER CHOICES	RESPONSES	
I am a consumer	100.00%	62
I am a business	0.00%	0
I work for another consumer body	0.00%	0
I am from the media	0.00%	0
<b>TOTAL</b>		<b>62</b>



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

Answered: 58 Skipped: 4



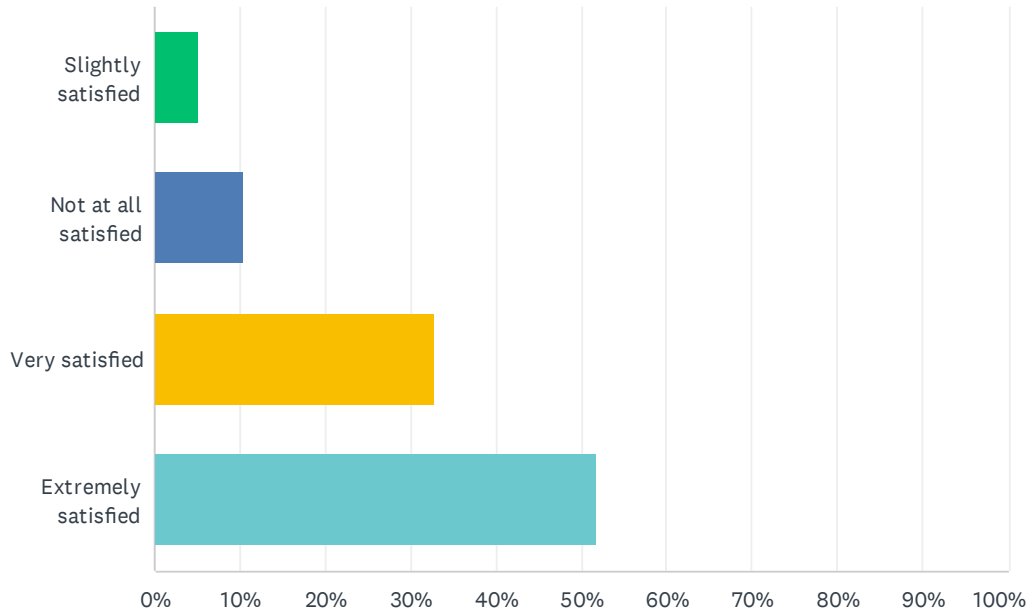
ANSWER CHOICES	RESPONSES	
Directed from the Citizen's Advice Consumer Service or other consumer body	37.93%	22
Directed by Local Authority or Local Council	0.00%	0
Directed from a website (other than our own)	10.34%	6
Internet search	43.10%	25
Newspaper article	0.00%	0
Advertisement	0.00%	0
Recommendation from a previous user	5.17%	3
Other	3.45%	2
<b>TOTAL</b>		<b>58</b>

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

Answered: 37 Skipped: 25

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

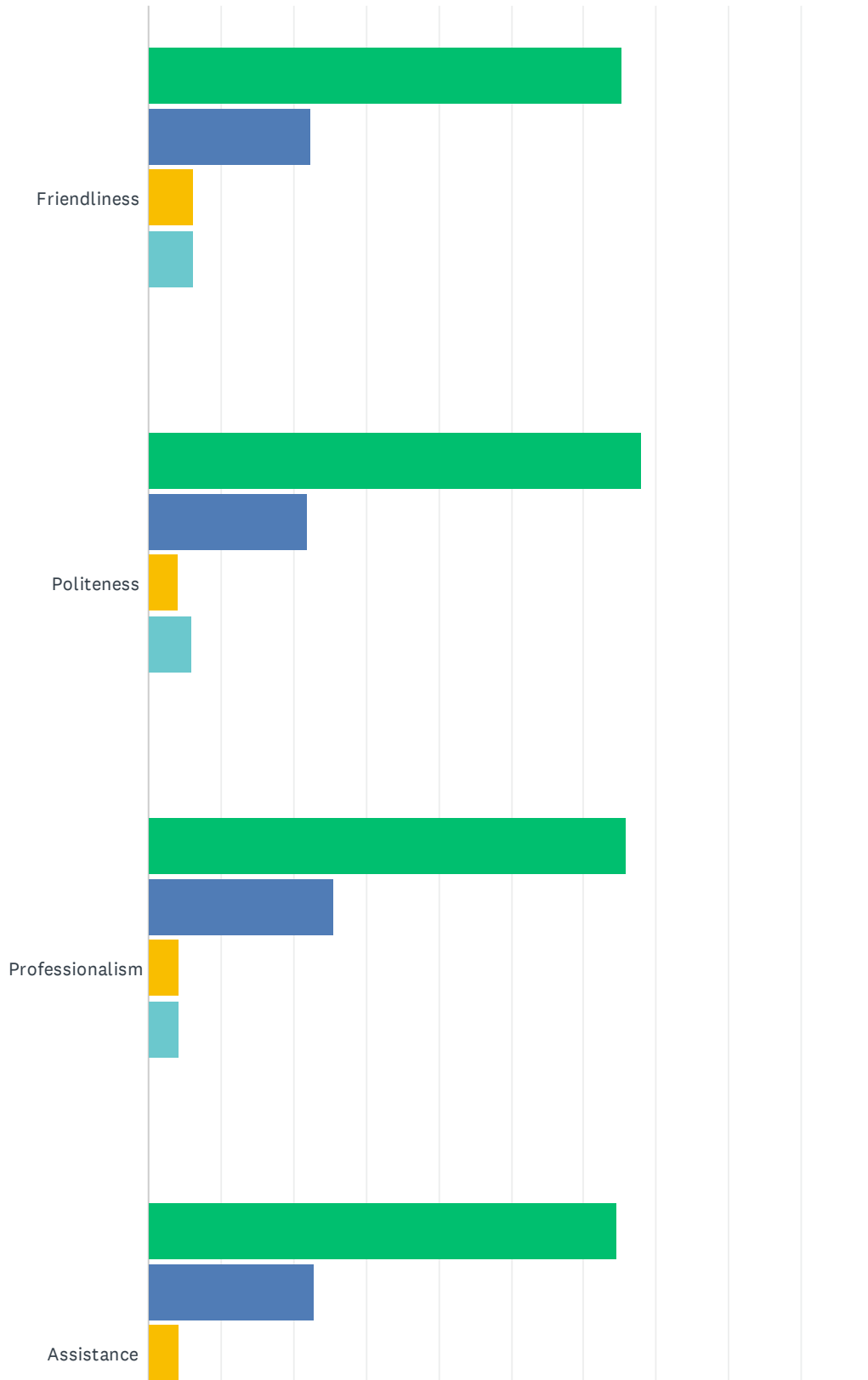
Answered: 58 Skipped: 4



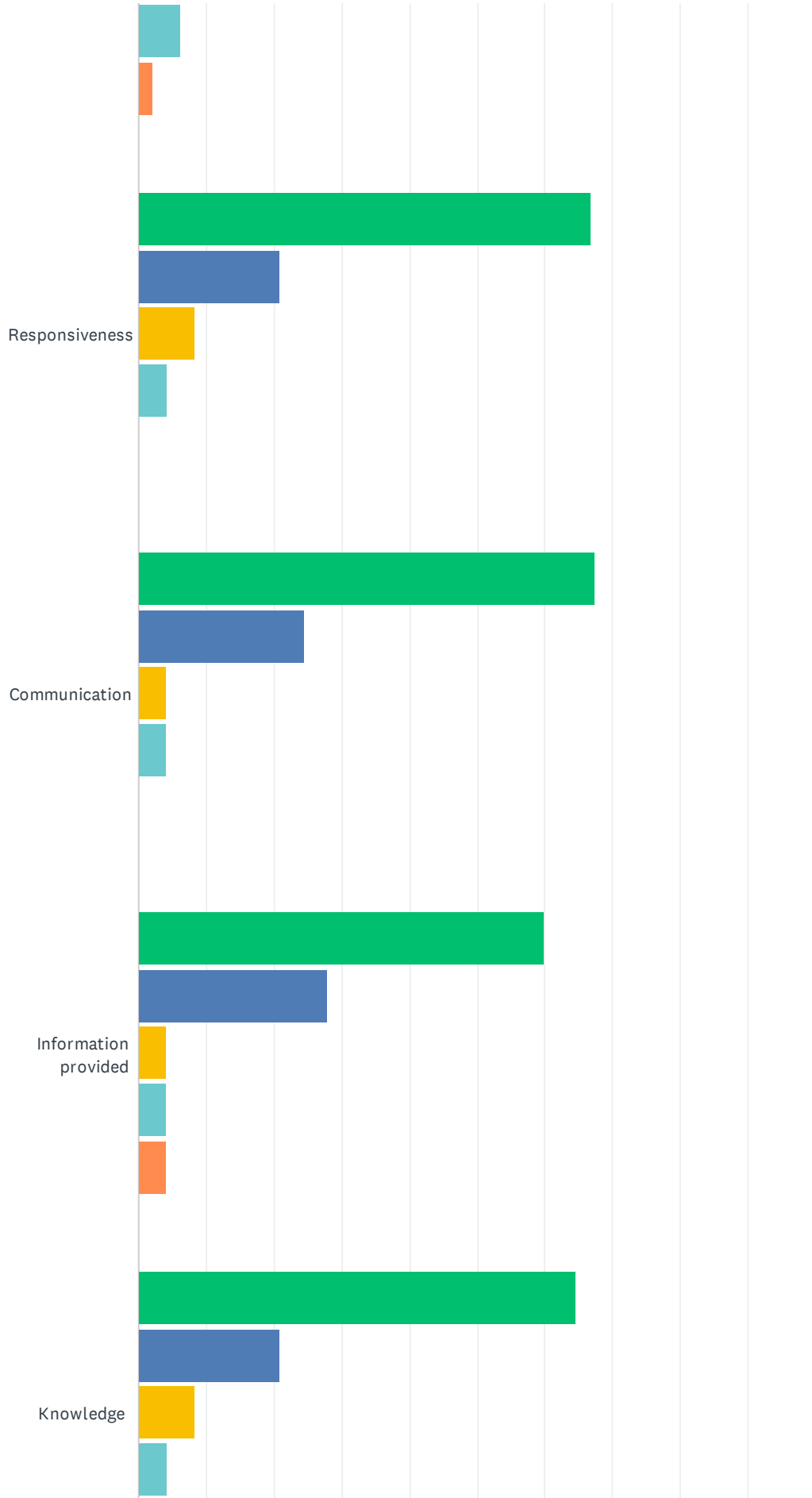
ANSWER CHOICES	RESPONSES	
Slightly satisfied	5.17%	3
Not at all satisfied	10.34%	6
Very satisfied	32.76%	19
Extremely satisfied	51.72%	30
<b>TOTAL</b>		<b>58</b>

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

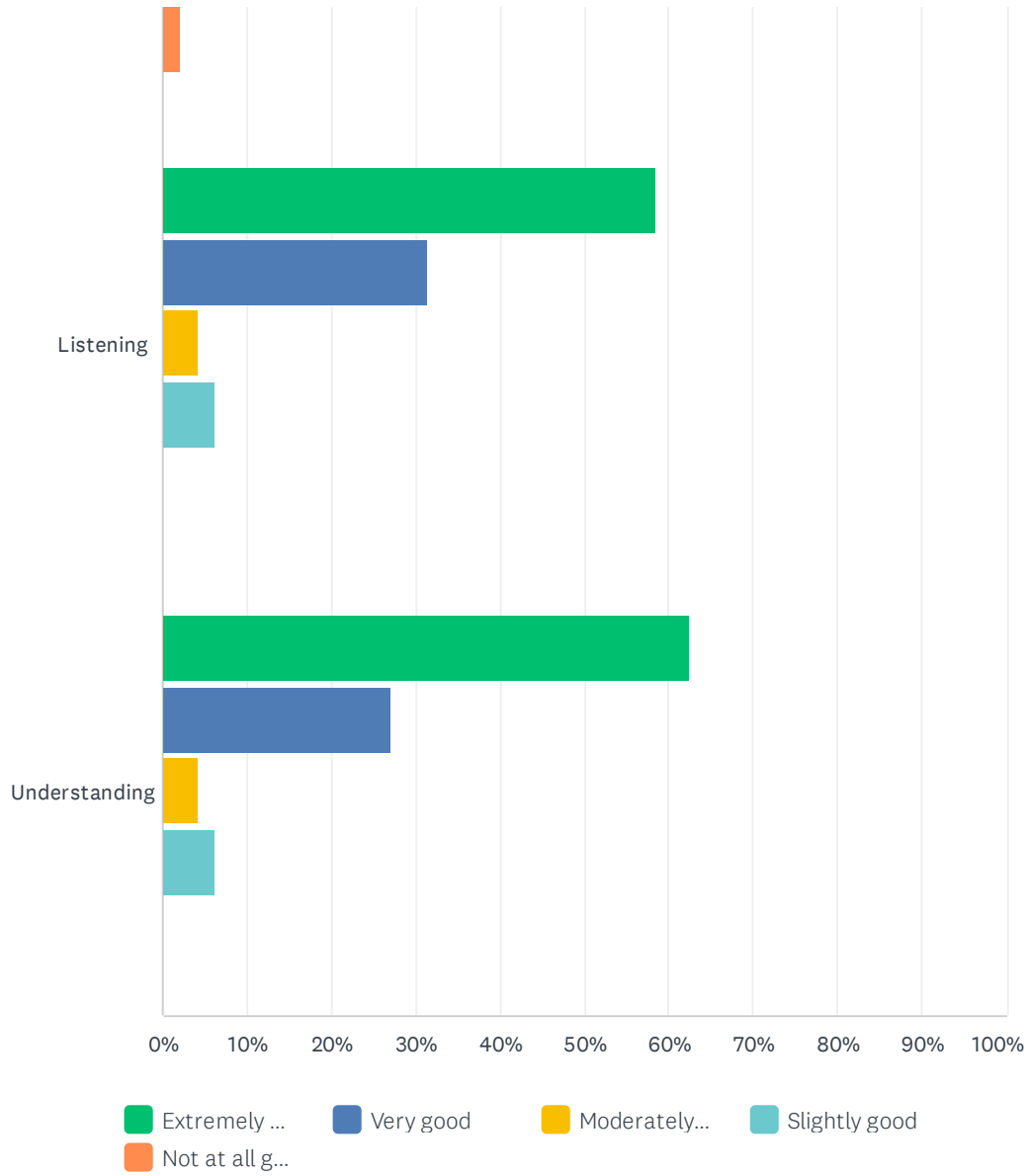
Answered: 50 Skipped: 12



UK International Consumer Centre - Customer Satisfaction Survey



# UK International Consumer Centre - Customer Satisfaction Survey

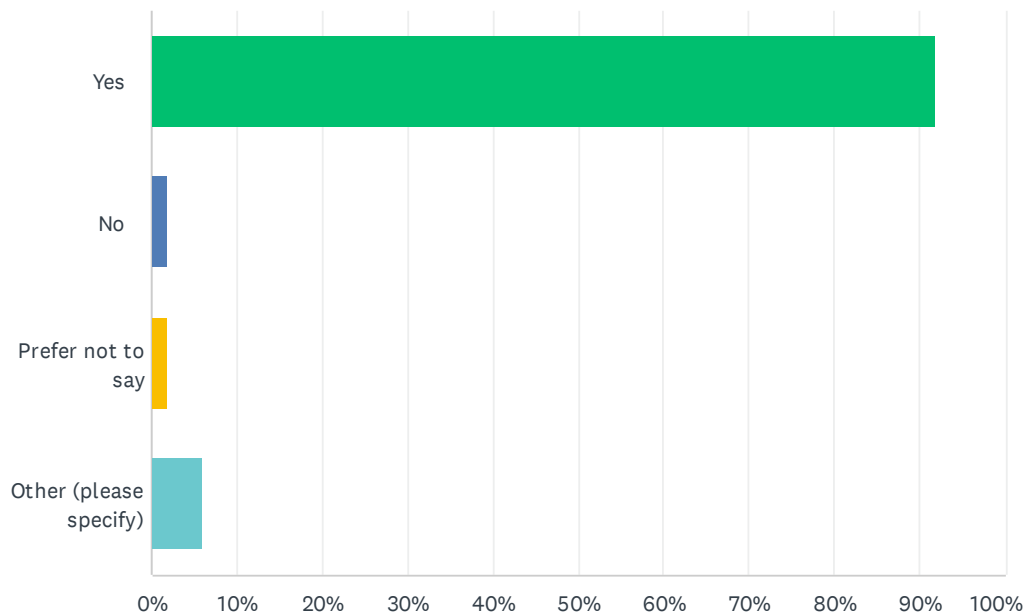


UK International Consumer Centre - Customer Satisfaction Survey

	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	TOTAL
Friendliness	65.31% 32	22.45% 11	6.12% 3	6.12% 3	0.00% 0	49
Politeness	68.00% 34	22.00% 11	4.00% 2	6.00% 3	0.00% 0	50
Professionalism	65.96% 31	25.53% 12	4.26% 2	4.26% 2	0.00% 0	47
Assistance	64.58% 31	22.92% 11	4.17% 2	6.25% 3	2.08% 1	48
Responsiveness	66.67% 32	20.83% 10	8.33% 4	4.17% 2	0.00% 0	48
Communication	67.35% 33	24.49% 12	4.08% 2	4.08% 2	0.00% 0	49
Information provided	60.00% 30	28.00% 14	4.00% 2	4.00% 2	4.00% 2	50
Knowledge	64.58% 31	20.83% 10	8.33% 4	4.17% 2	2.08% 1	48
Listening	58.33% 28	31.25% 15	4.17% 2	6.25% 3	0.00% 0	48
Understanding	62.50% 30	27.08% 13	4.17% 2	6.25% 3	0.00% 0	48

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

Answered: 50 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	92.00%	46
No	2.00%	1
Prefer not to say	2.00%	1
Other (please specify)	6.00%	3
Total Respondents: 50		



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

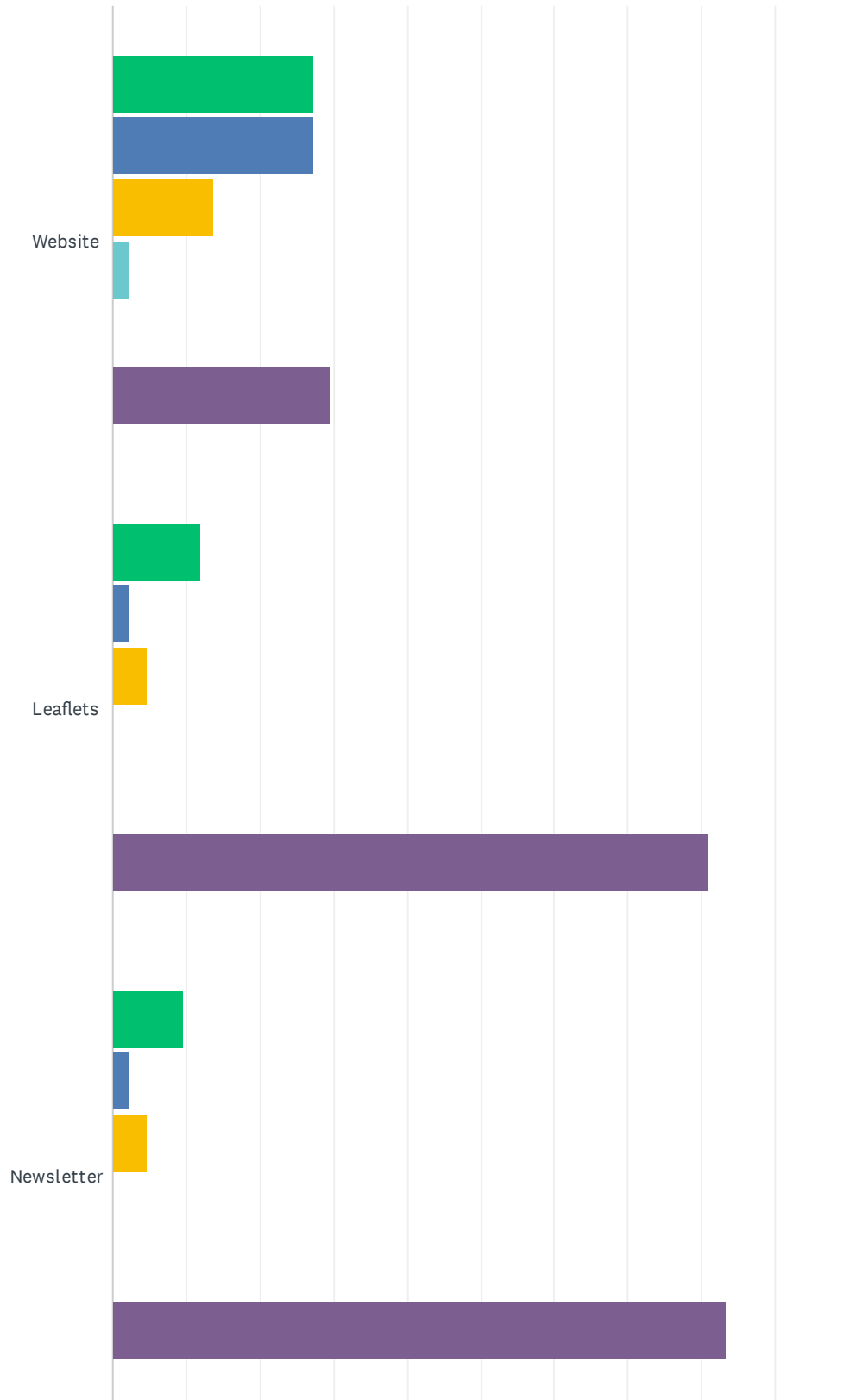
Answered: 50 Skipped: 12

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.

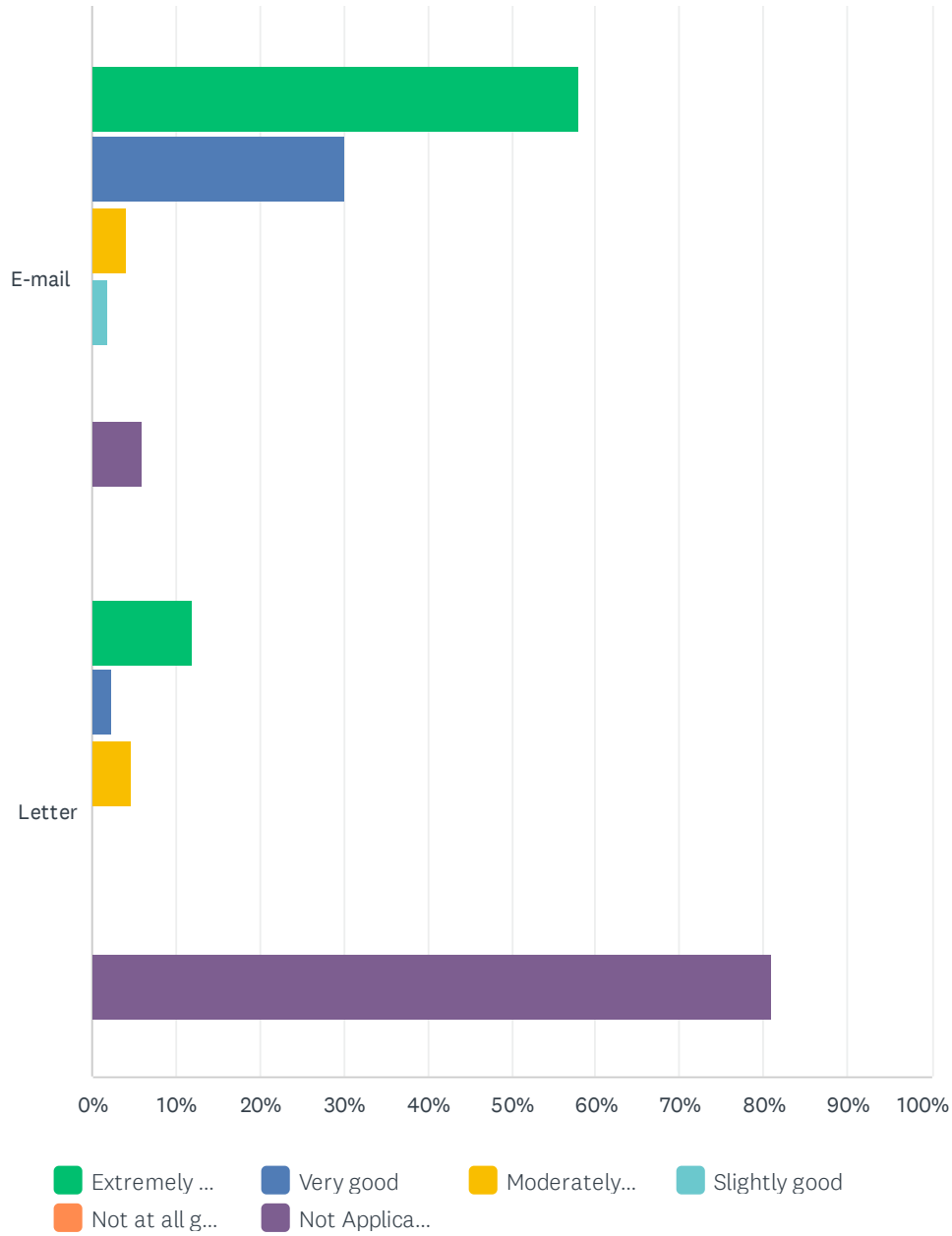
Answered: 50 Skipped: 12

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

Answered: 50 Skipped: 12



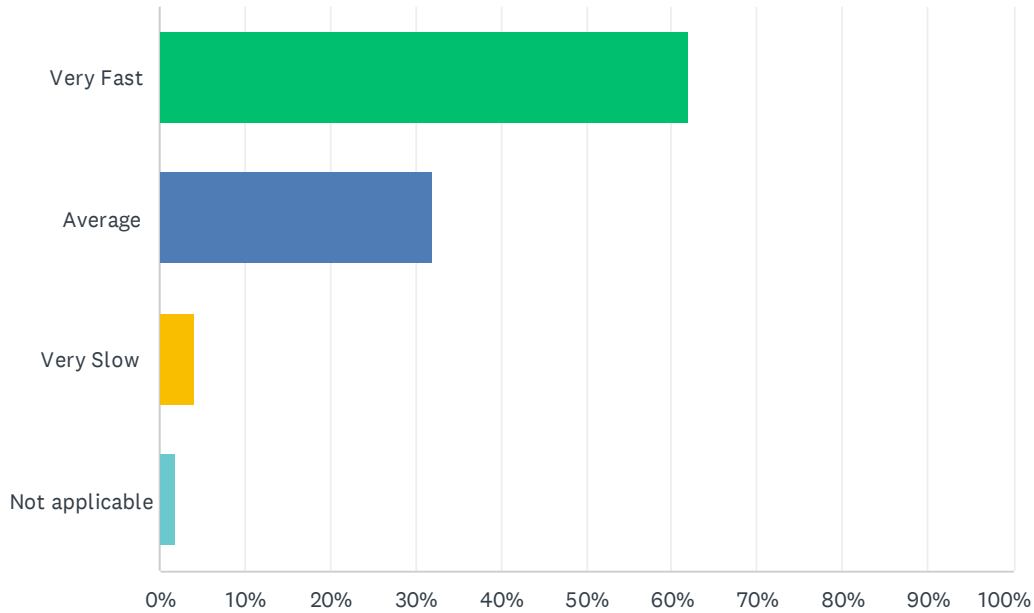
# UK International Consumer Centre - Customer Satisfaction Survey



	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	NOT APPLICABLE	TOTAL
Website	27.27% 12	27.27% 12	13.64% 6	2.27% 1	0.00% 0	29.55% 13	44
Leaflets	11.90% 5	2.38% 1	4.76% 2	0.00% 0	0.00% 0	80.95% 34	42
Newsletter	9.52% 4	2.38% 1	4.76% 2	0.00% 0	0.00% 0	83.33% 35	42
E-mail	58.00% 29	30.00% 15	4.00% 2	2.00% 1	0.00% 0	6.00% 3	50
Letter	11.90% 5	2.38% 1	4.76% 2	0.00% 0	0.00% 0	80.95% 34	42

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

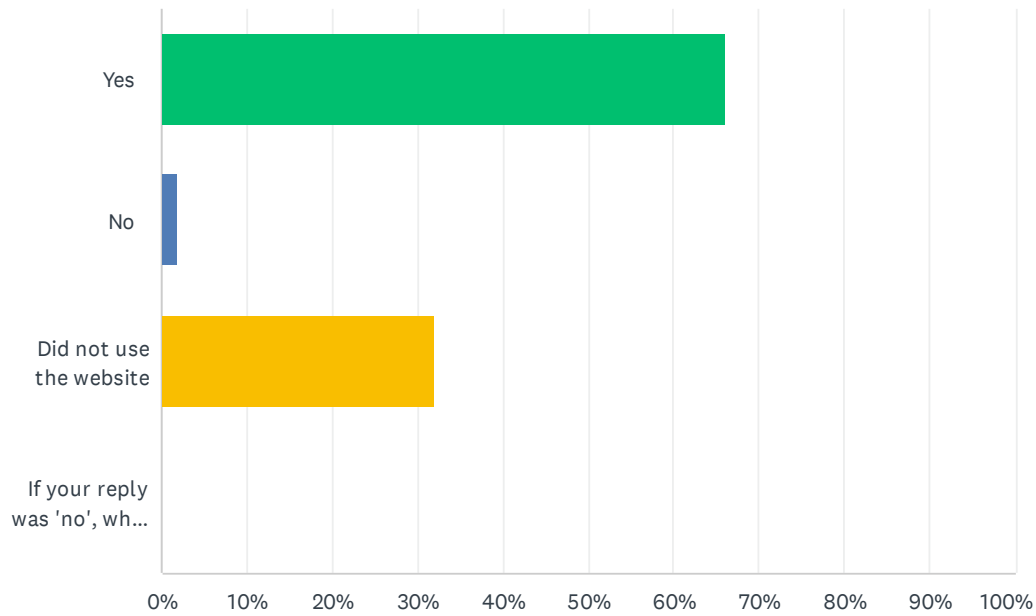
Answered: 50 Skipped: 12



ANSWER CHOICES	RESPONSES	
Very Fast	62.00%	31
Average	32.00%	16
Very Slow	4.00%	2
Not applicable	2.00%	1
<b>TOTAL</b>		<b>50</b>

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

Answered: 50 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	66.00%	33
No	2.00%	1
Did not use the website	32.00%	16
If your reply was 'no', what improvements would you recommend?	0.00%	0
<b>TOTAL</b>		<b>50</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: 28 Skipped: 34

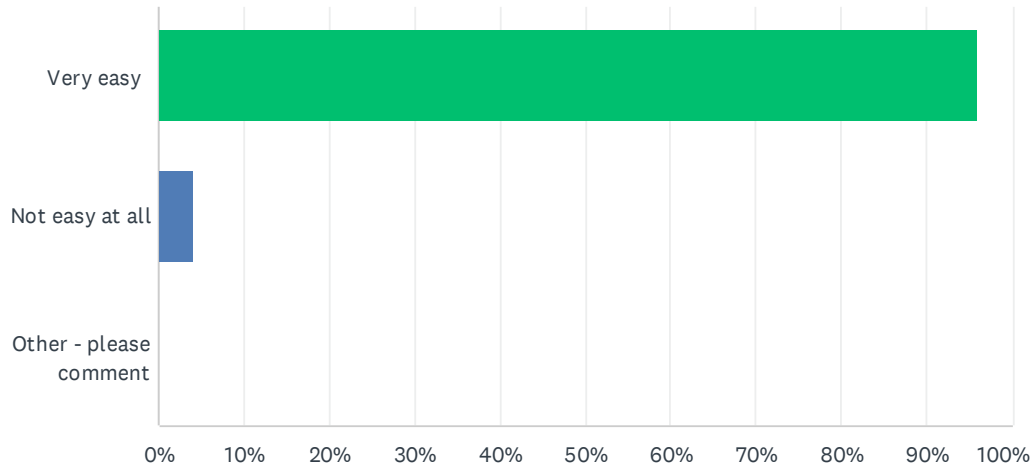
**Q17 Do you have any suggestions as to how we can improve on the service we provide?**

Answered: 23 Skipped: 39



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

Answered: 50 Skipped: 12



ANSWER CHOICES	RESPONSES	
Very easy	96.00%	48
Not easy at all	4.00%	2
Other - please comment	0.00%	0
Total Respondents: 50		

**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: 17 Skipped: 45