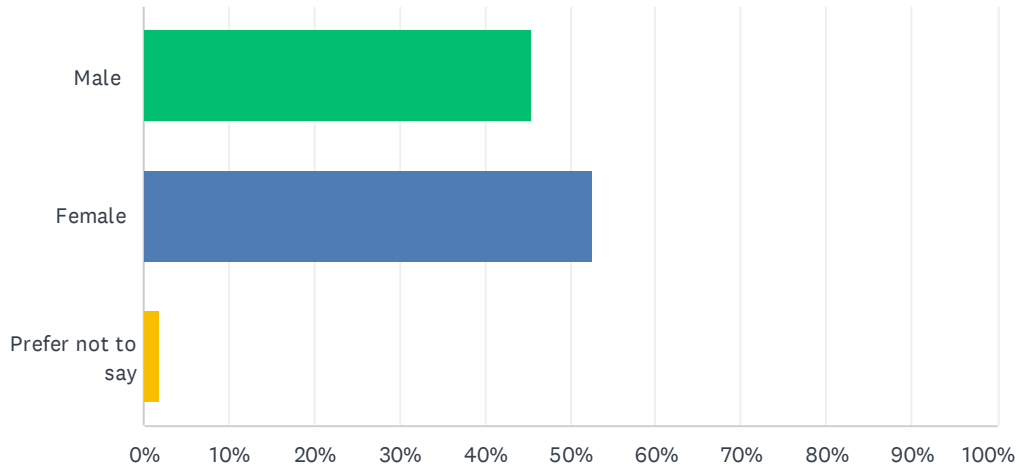


## Q1 What is your Gender?

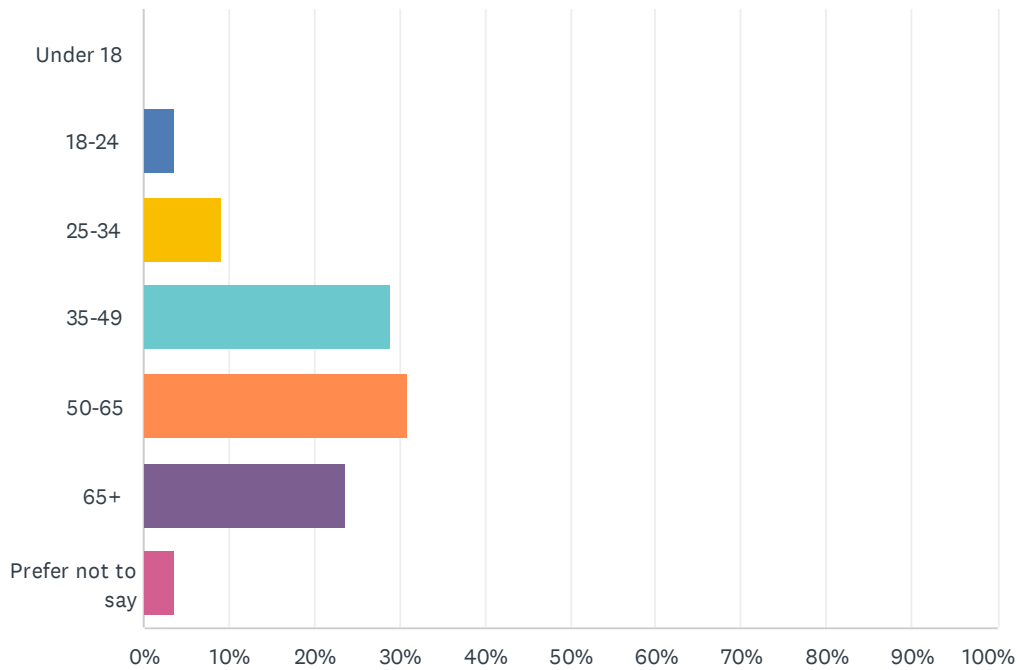
Answered: 55 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	45.45%	25
Female	52.73%	29
Prefer not to say	1.82%	1
<b>TOTAL</b>		<b>55</b>

## Q2 What is your age?

Answered: 55 Skipped: 0

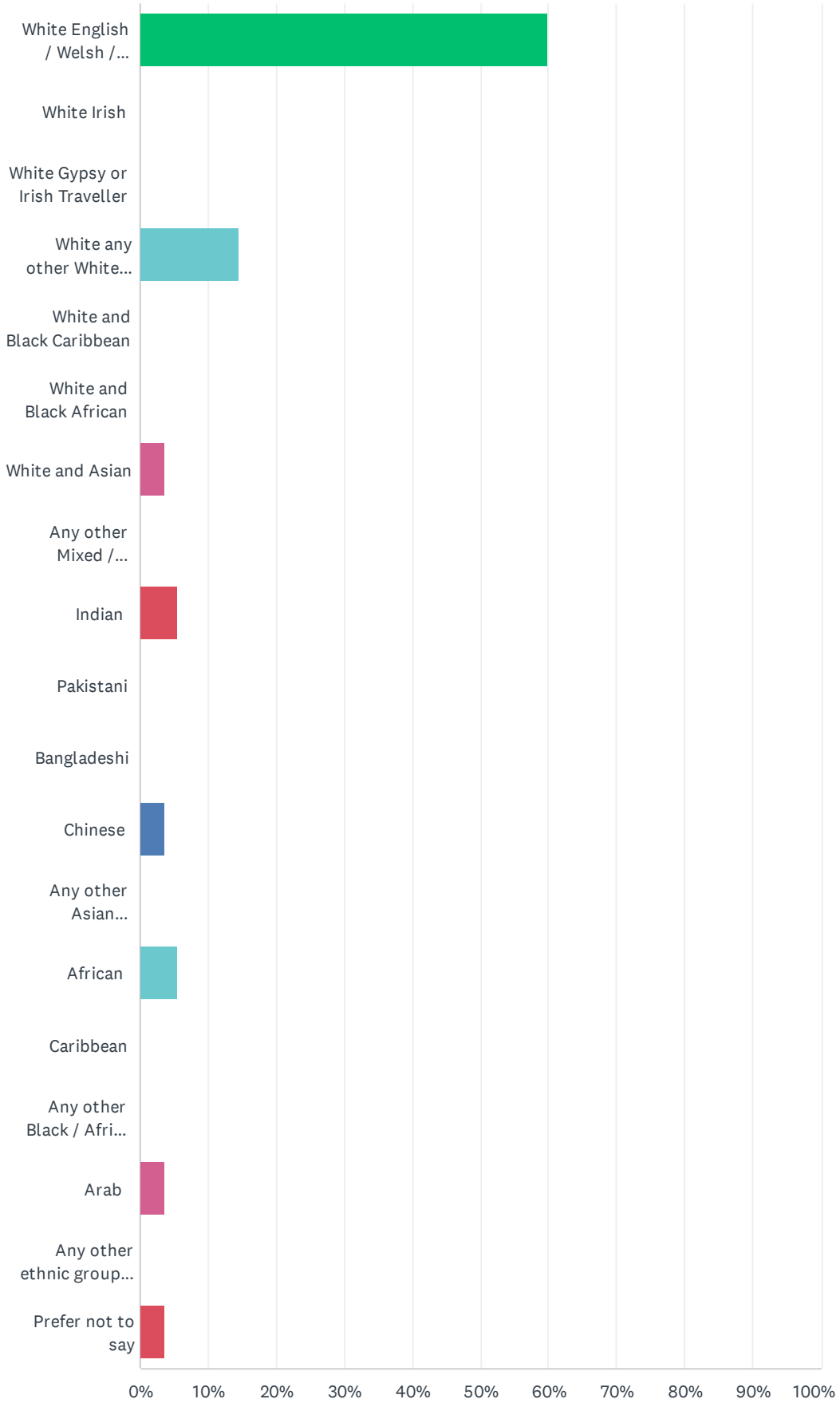


ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	3.64%	2
25-34	9.09%	5
35-49	29.09%	16
50-65	30.91%	17
65+	23.64%	13
Prefer not to say	3.64%	2
<b>TOTAL</b>		<b>55</b>

### Q3 What is your ethnic group?

Answered: 55 Skipped: 0

# UK International Consumer Centre - Customer Satisfaction Survey

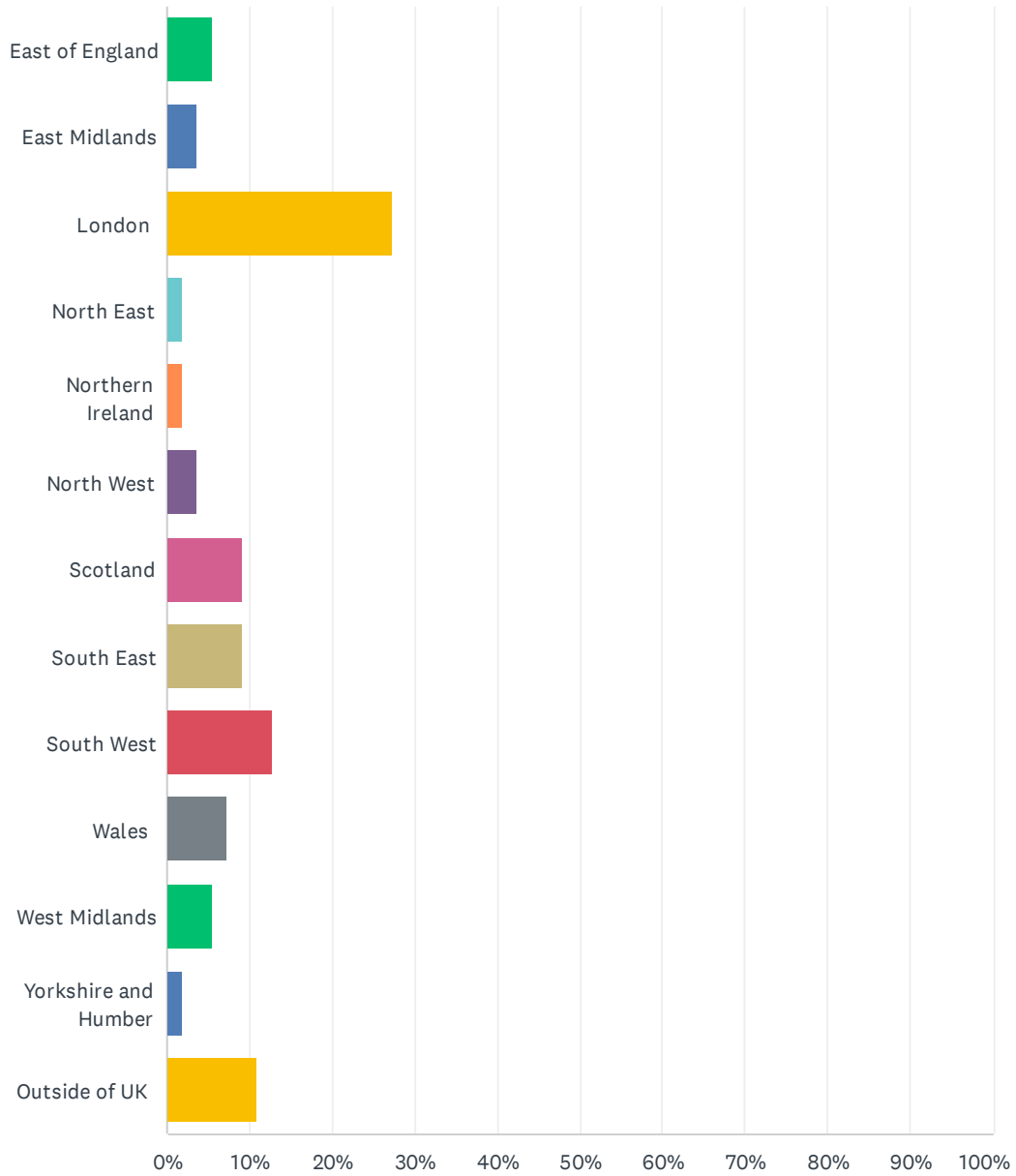


UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
White English / Welsh / Scottish / Northern Irish / British	60.00%	33
White Irish	0.00%	0
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	14.55%	8
White and Black Caribbean	0.00%	0
White and Black African	0.00%	0
White and Asian	3.64%	2
Any other Mixed / Multiple ethnic background, please describe below	0.00%	0
Indian	5.45%	3
Pakistani	0.00%	0
Bangladeshi	0.00%	0
Chinese	3.64%	2
Any other Asian background, please describe below	0.00%	0
African	5.45%	3
Caribbean	0.00%	0
Any other Black / African / Caribbean background, please describe below	0.00%	0
Arab	3.64%	2
Any other ethnic group, please describe below	0.00%	0
Prefer not to say	3.64%	2
Total Respondents: 55		

## Q4 Which region do you live in?

Answered: 55 Skipped: 0

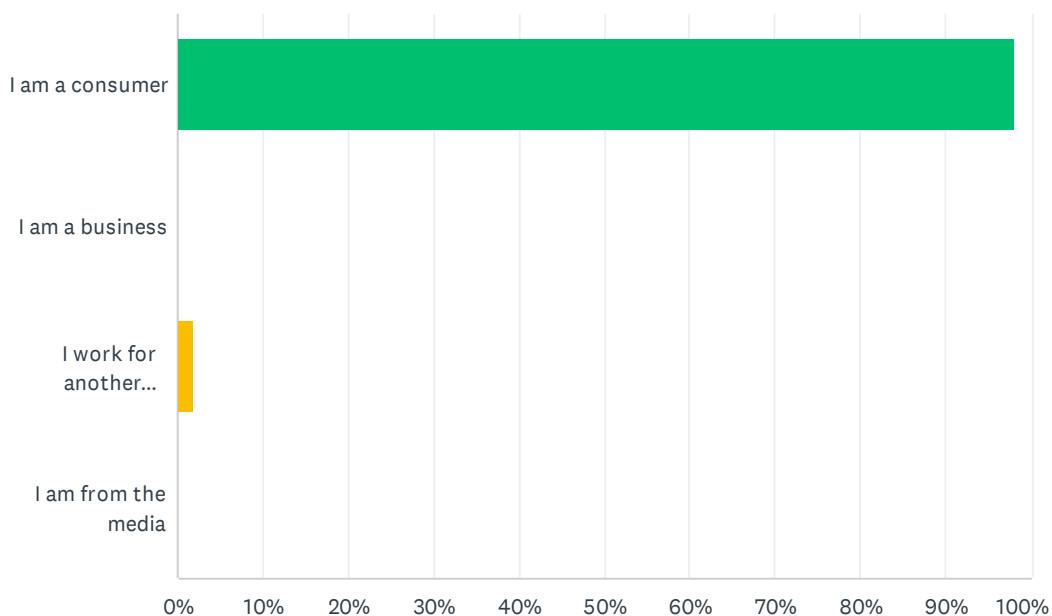


## UK International Consumer Centre - Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
East of England	5.45%	3
East Midlands	3.64%	2
London	27.27%	15
North East	1.82%	1
Northern Ireland	1.82%	1
North West	3.64%	2
Scotland	9.09%	5
South East	9.09%	5
South West	12.73%	7
Wales	7.27%	4
West Midlands	5.45%	3
Yorkshire and Humber	1.82%	1
Outside of UK	10.91%	6
<b>TOTAL</b>		<b>55</b>

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

Answered: 55 Skipped: 0

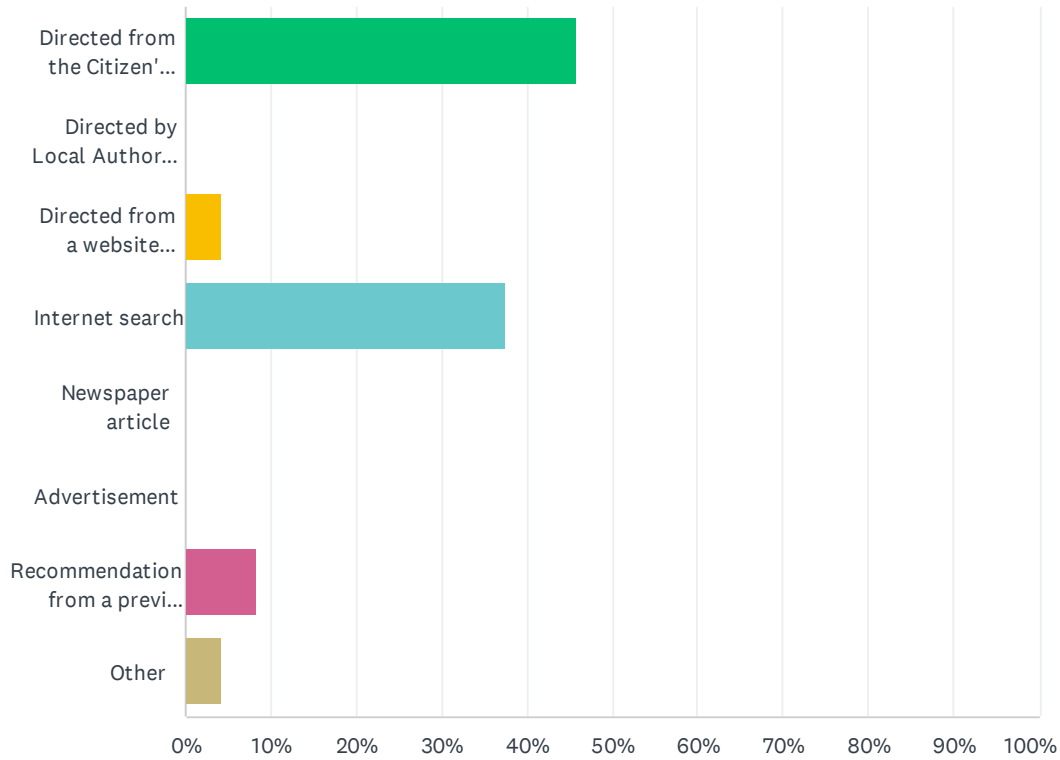


ANSWER CHOICES	RESPONSES	
I am a consumer	98.18%	54
I am a business	0.00%	0
I work for another consumer body	1.82%	1
I am from the media	0.00%	0
<b>TOTAL</b>		<b>55</b>



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

Answered: 48 Skipped: 7



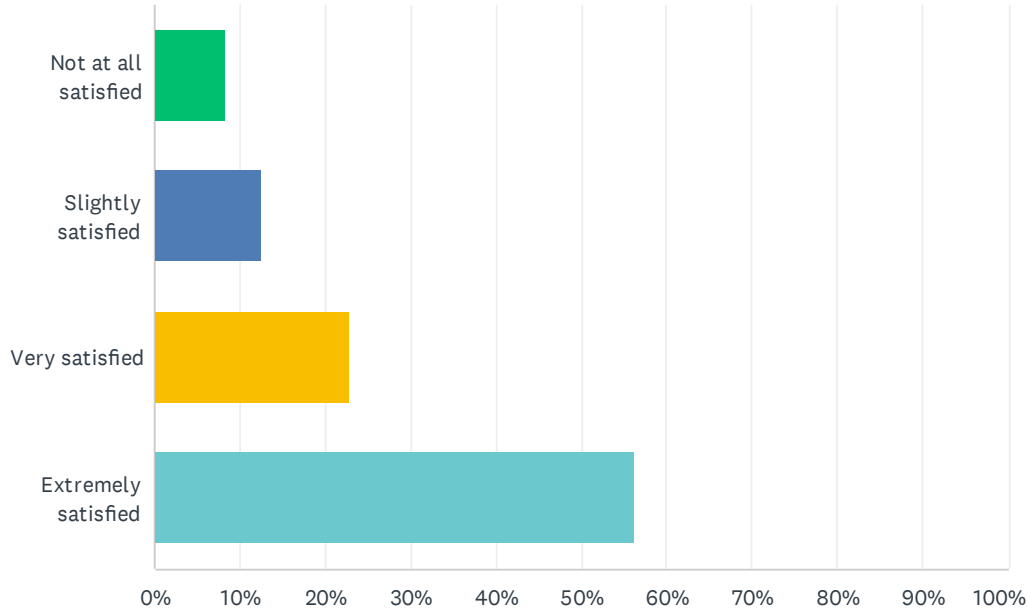
ANSWER CHOICES	RESPONSES	
Directed from the Citizen's Advice Consumer Service or other consumer body	45.83%	22
Directed by Local Authority or Local Council	0.00%	0
Directed from a website (other than our own)	4.17%	2
Internet search	37.50%	18
Newspaper article	0.00%	0
Advertisement	0.00%	0
Recommendation from a previous user	8.33%	4
Other	4.17%	2
<b>TOTAL</b>		<b>48</b>

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

Answered: 30 Skipped: 25

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

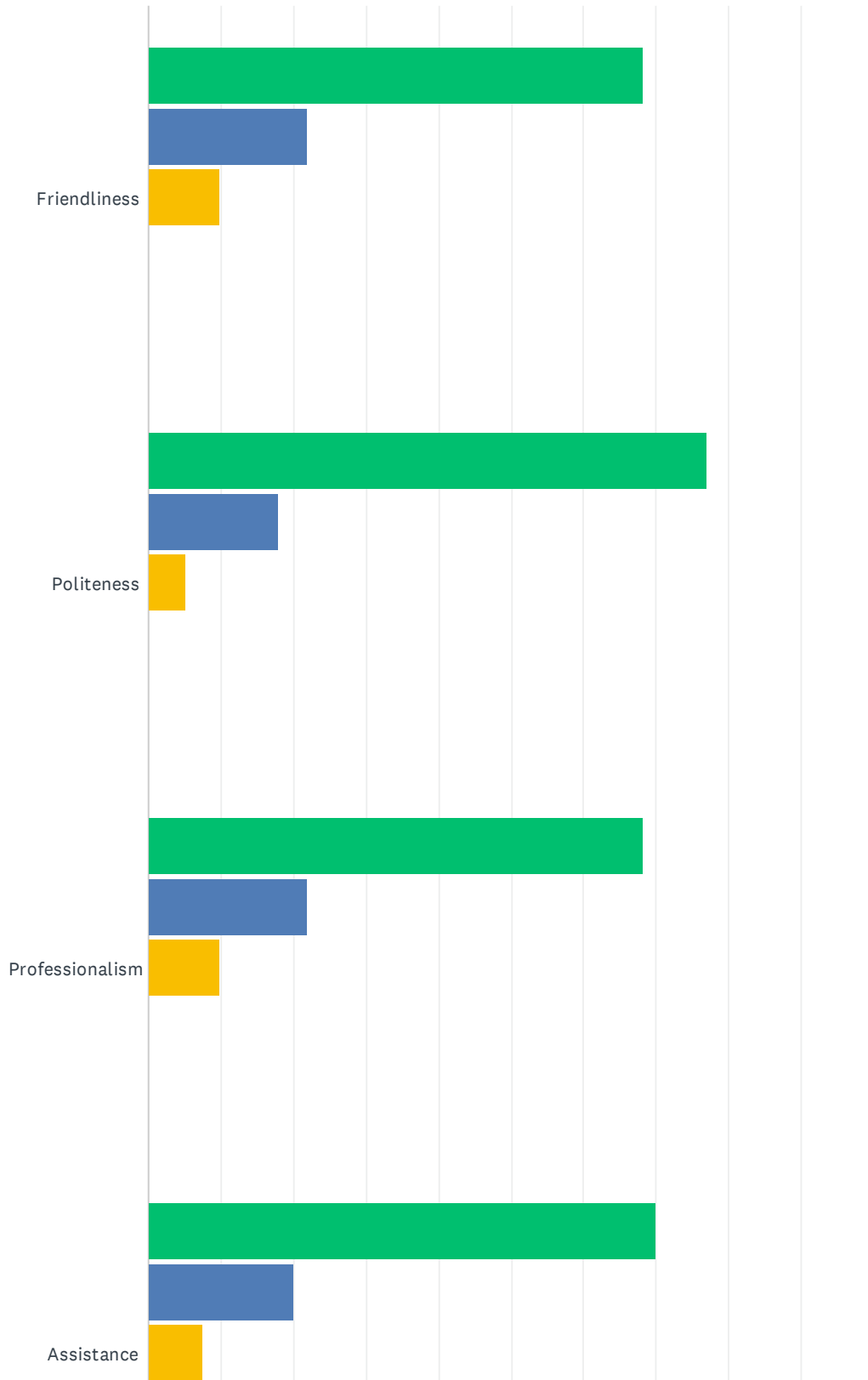
Answered: 48 Skipped: 7



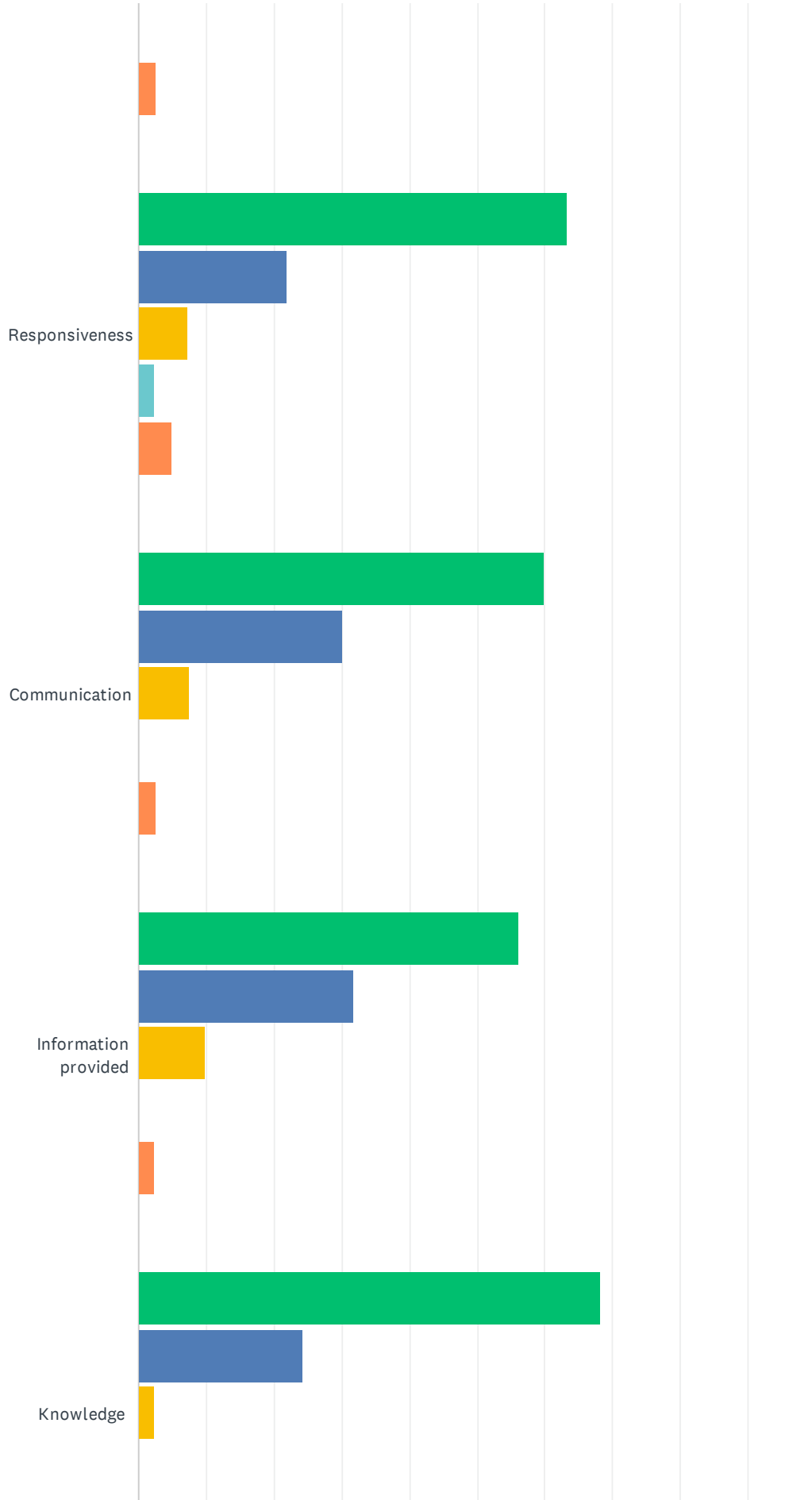
ANSWER CHOICES	RESPONSES	
Not at all satisfied	8.33%	4
Slightly satisfied	12.50%	6
Very satisfied	22.92%	11
Extremely satisfied	56.25%	27
TOTAL		48

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

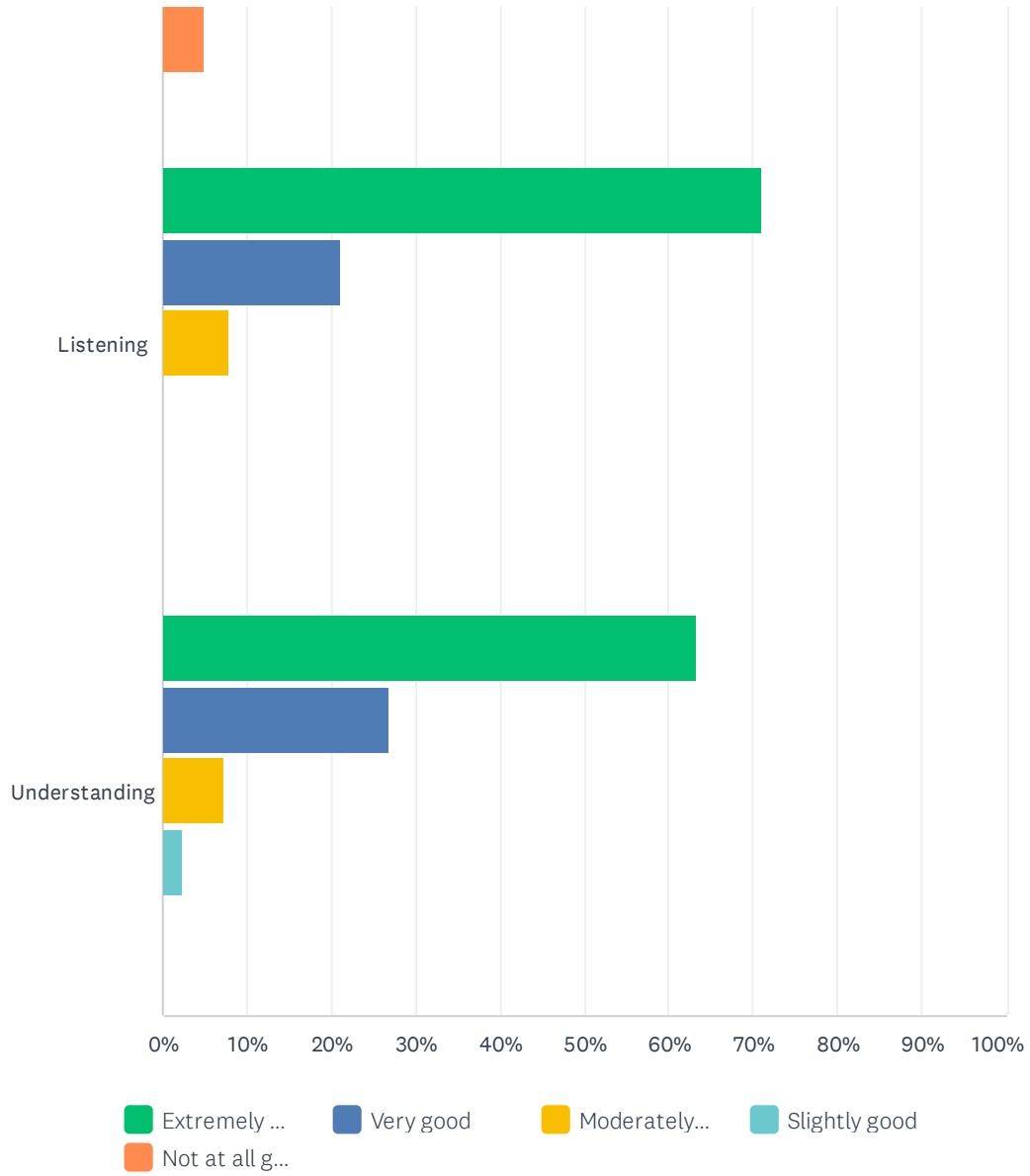
Answered: 41 Skipped: 14



UK International Consumer Centre - Customer Satisfaction Survey



# UK International Consumer Centre - Customer Satisfaction Survey

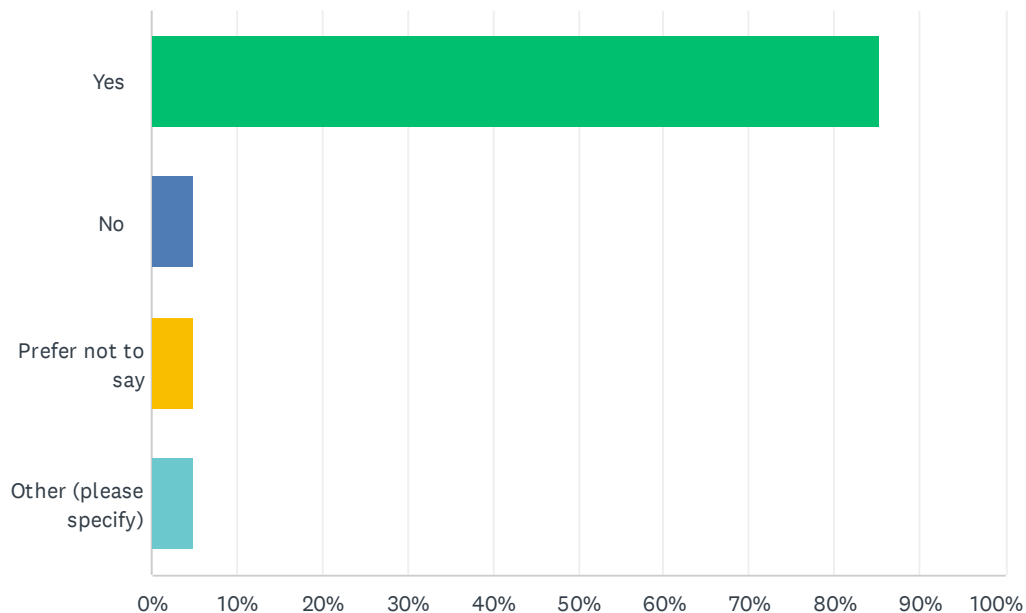


UK International Consumer Centre - Customer Satisfaction Survey

	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	TOTAL
Friendliness	68.29% 28	21.95% 9	9.76% 4	0.00% 0	0.00% 0	41
Politeness	76.92% 30	17.95% 7	5.13% 2	0.00% 0	0.00% 0	39
Professionalism	68.29% 28	21.95% 9	9.76% 4	0.00% 0	0.00% 0	41
Assistance	70.00% 28	20.00% 8	7.50% 3	0.00% 0	2.50% 1	40
Responsiveness	63.41% 26	21.95% 9	7.32% 3	2.44% 1	4.88% 2	41
Communication	60.00% 24	30.00% 12	7.50% 3	0.00% 0	2.50% 1	40
Information provided	56.10% 23	31.71% 13	9.76% 4	0.00% 0	2.44% 1	41
Knowledge	68.29% 28	24.39% 10	2.44% 1	0.00% 0	4.88% 2	41
Listening	71.05% 27	21.05% 8	7.89% 3	0.00% 0	0.00% 0	38
Understanding	63.41% 26	26.83% 11	7.32% 3	2.44% 1	0.00% 0	41

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

Answered: 41 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	85.37%	35
No	4.88%	2
Prefer not to say	4.88%	2
Other (please specify)	4.88%	2
Total Respondents: 41		



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

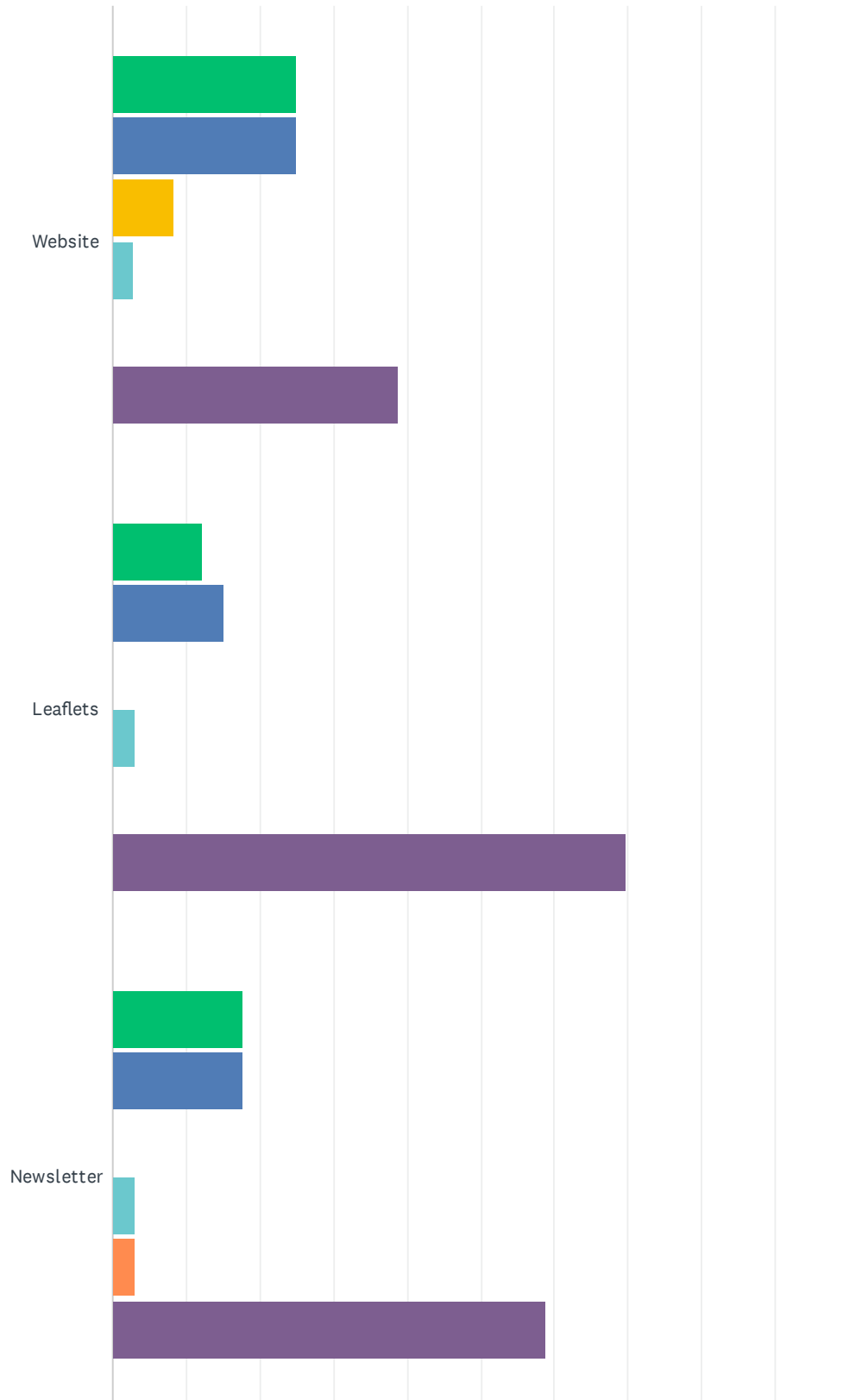
Answered: 41 Skipped: 14

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.

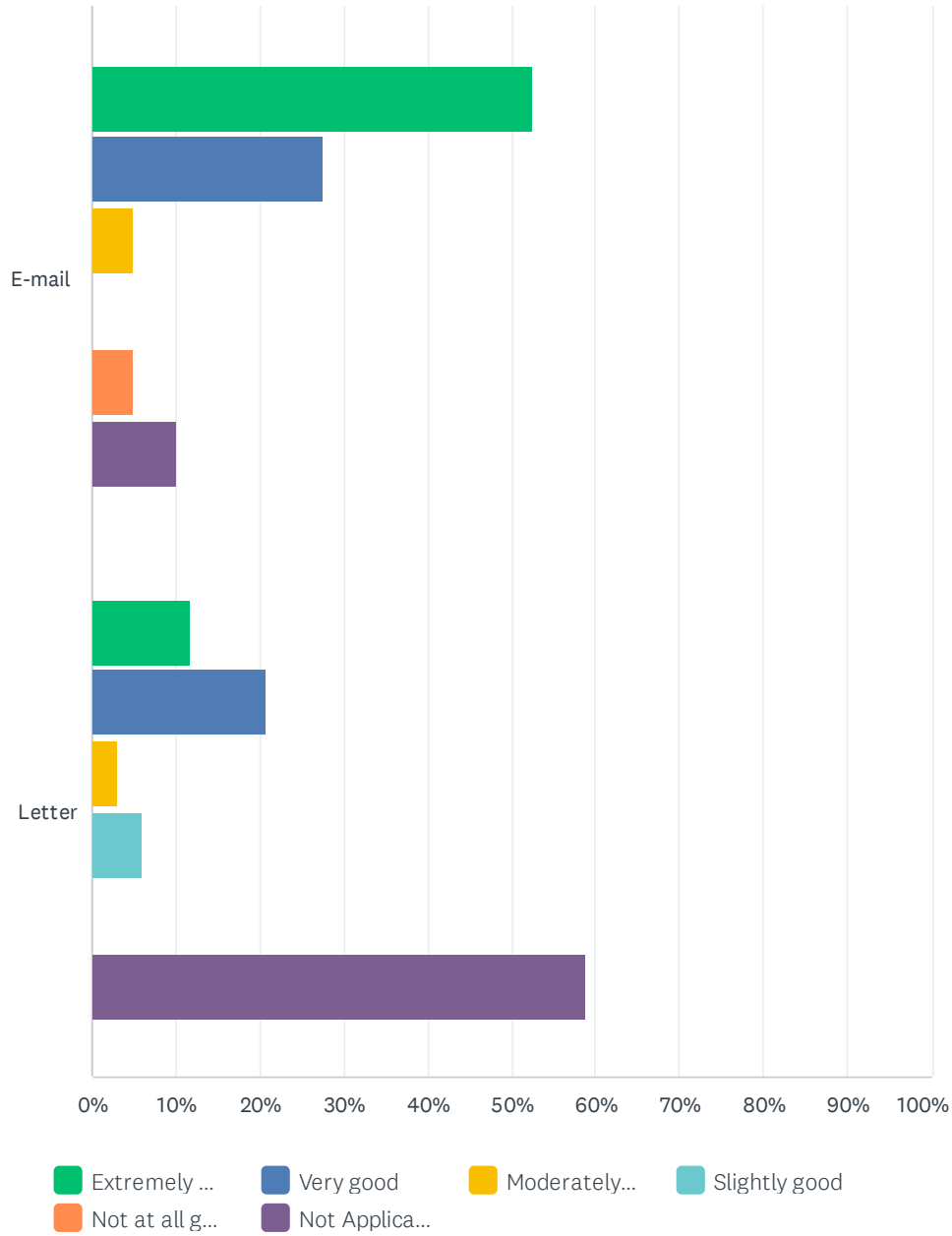
Answered: 41 Skipped: 14

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

Answered: 41 Skipped: 14



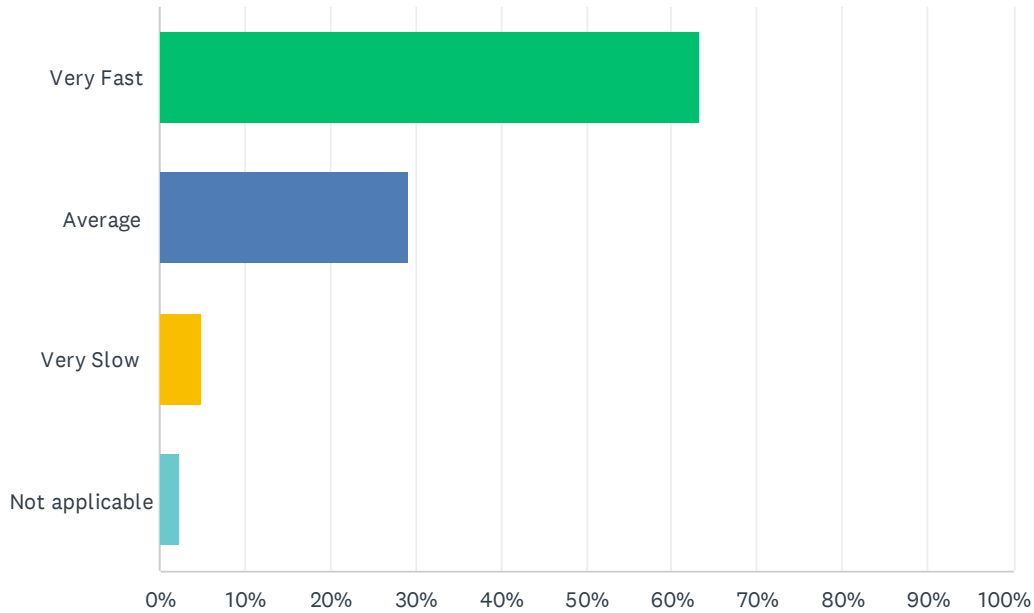
# UK International Consumer Centre - Customer Satisfaction Survey



	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	NOT APPLICABLE	TOTAL
Website	25.00% 9	25.00% 9	8.33% 3	2.78% 1	0.00% 0	38.89% 14	36
Leaflets	12.12% 4	15.15% 5	0.00% 0	3.03% 1	0.00% 0	69.70% 23	33
Newsletter	17.65% 6	17.65% 6	0.00% 0	2.94% 1	2.94% 1	58.82% 20	34
E-mail	52.50% 21	27.50% 11	5.00% 2	0.00% 0	5.00% 2	10.00% 4	40
Letter	11.76% 4	20.59% 7	2.94% 1	5.88% 2	0.00% 0	58.82% 20	34

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

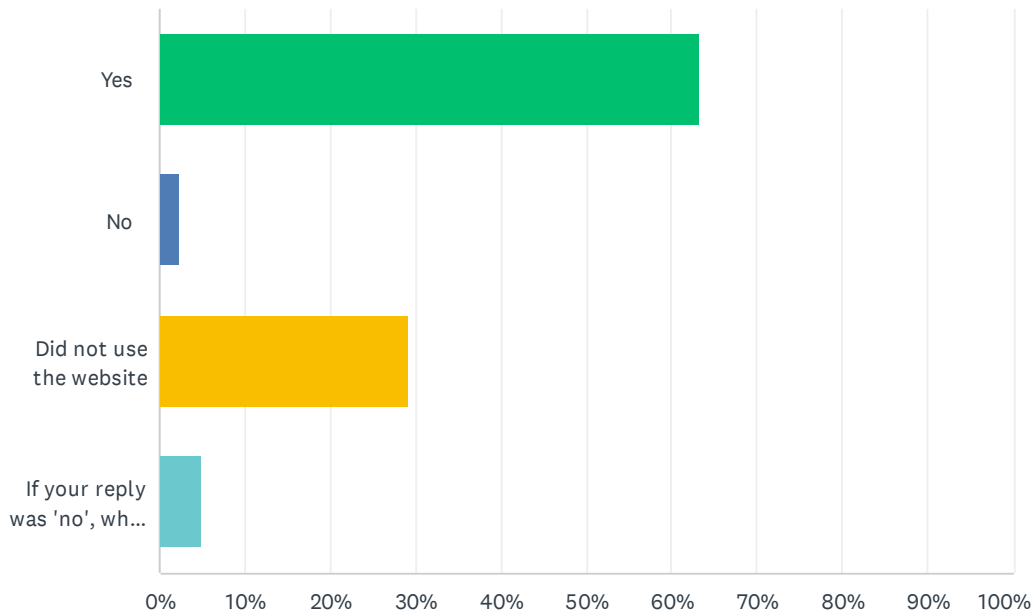
Answered: 41 Skipped: 14



ANSWER CHOICES	RESPONSES	
Very Fast	63.41%	26
Average	29.27%	12
Very Slow	4.88%	2
Not applicable	2.44%	1
<b>TOTAL</b>		<b>41</b>

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

Answered: 41 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	63.41%	26
No	2.44%	1
Did not use the website	29.27%	12
If your reply was 'no', what improvements would you recommend?	4.88%	2
<b>TOTAL</b>		<b>41</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: 26 Skipped: 29

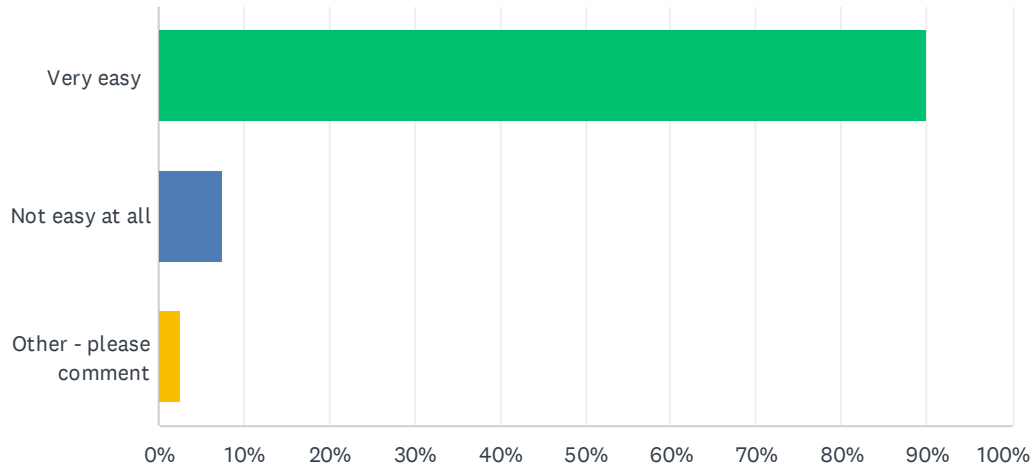
**Q17 Do you have any suggestions as to how we can improve on the service we provide?**

Answered: 19 Skipped: 36



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

Answered: 40 Skipped: 15



ANSWER CHOICES	RESPONSES	
Very easy	90.00%	36
Not easy at all	7.50%	3
Other - please comment	2.50%	1
Total Respondents: 40		

**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: 26 Skipped: 29