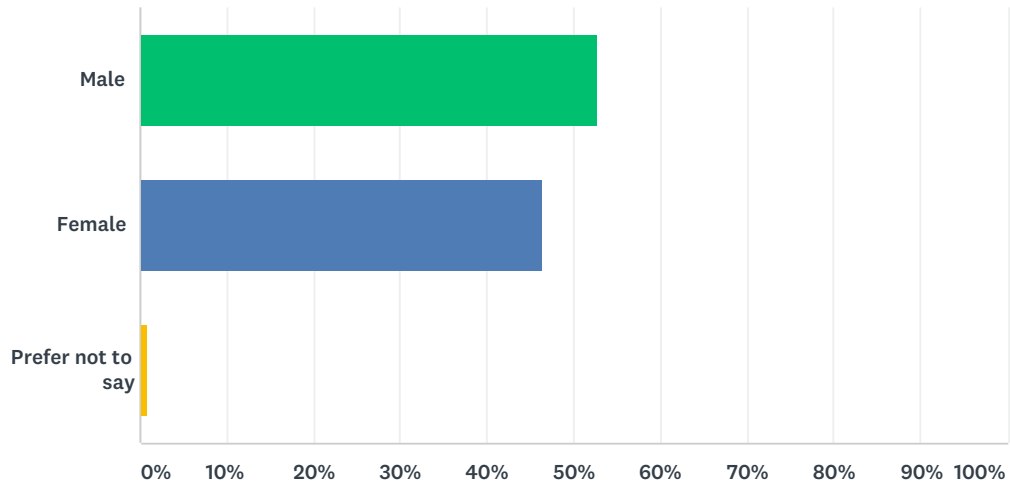


## Q1 What is your Gender?

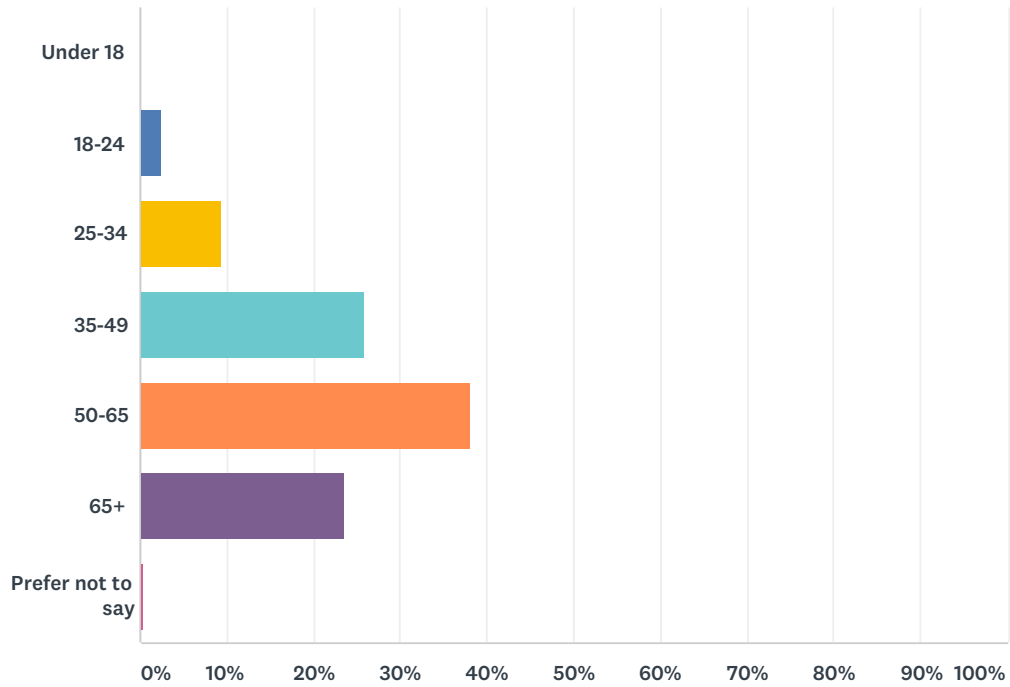
Answered: 503 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	52.68%	265
Female	46.52%	234
Prefer not to say	0.80%	4
TOTAL		503

## Q2 What is your age?

Answered: 503 Skipped: 0

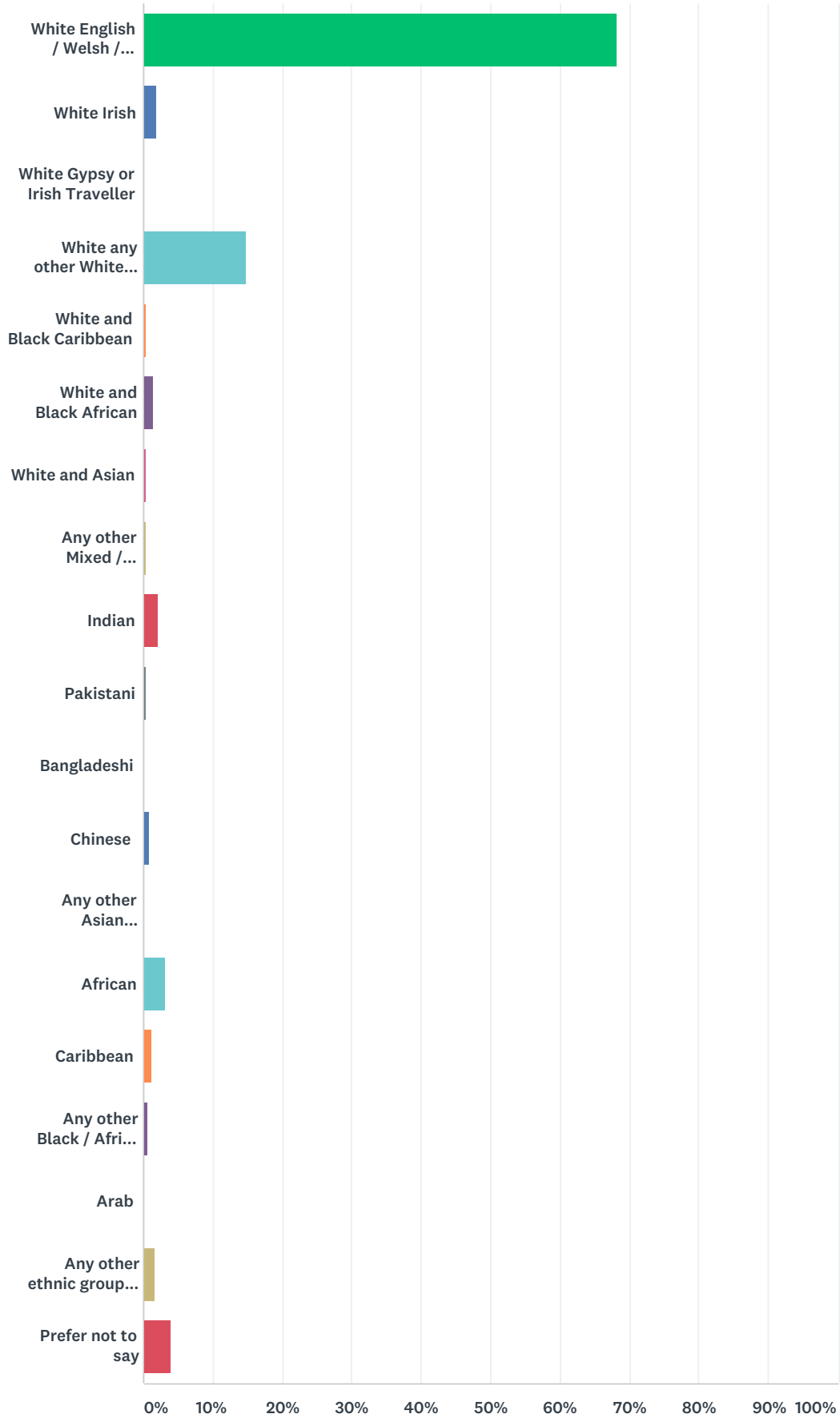


ANSWER CHOICES	RESPONSES	
Under 18	0.20%	1
18-24	2.58%	13
25-34	9.34%	47
35-49	25.84%	130
50-65	37.97%	191
65+	23.66%	119
Prefer not to say	0.40%	2
<b>TOTAL</b>		<b>503</b>

### Q3 What is your ethnic group?

Answered: 503 Skipped: 0

# UK European Consumer Centre - Customer Satisfaction Survey



ANSWER CHOICES

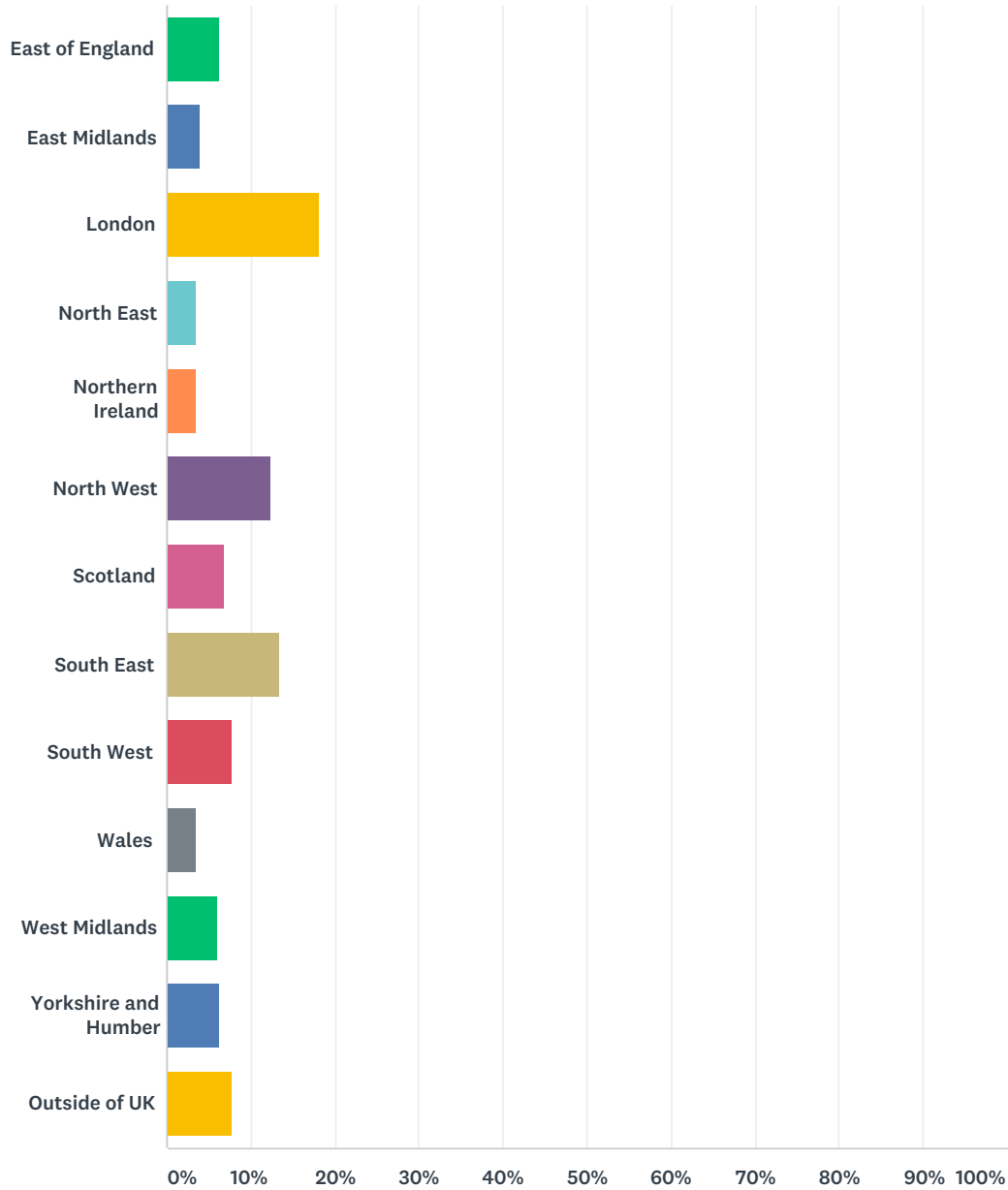
RESPONSES

## UK European Consumer Centre - Customer Satisfaction Survey

White English / Welsh / Scottish / Northern Irish / British	68.19%	343
White Irish	1.79%	9
White Gypsy or Irish Traveller	0.00%	0
White any other White background, please describe below	14.91%	75
White and Black Caribbean	0.40%	2
White and Black African	1.39%	7
White and Asian	0.40%	2
Any other Mixed / Multiple ethnic background, please describe below	0.40%	2
Indian	2.19%	11
Pakistani	0.40%	2
Bangladeshi	0.20%	1
Chinese	0.80%	4
Any other Asian background, please describe below	0.00%	0
African	3.18%	16
Caribbean	1.19%	6
Any other Black / African / Caribbean background, please describe below	0.60%	3
Arab	0.20%	1
Any other ethnic group, please describe below	1.59%	8
Prefer not to say	3.98%	20
Total Respondents: 503		

## Q4 Which region do you live in?

Answered: 503 Skipped: 0



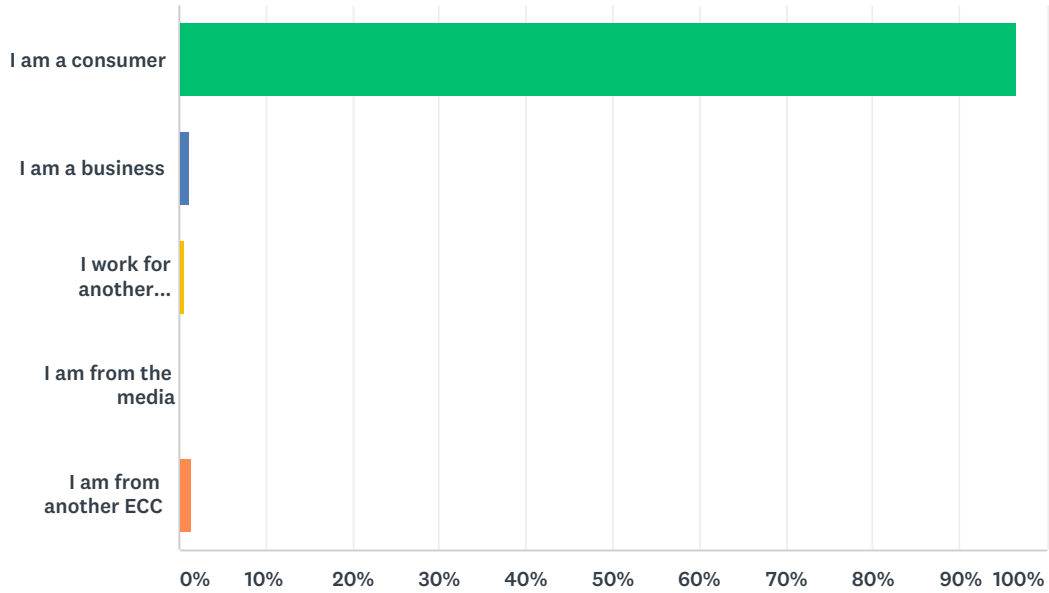
ANSWER CHOICES	RESPONSES	
East of England	6.36%	32
East Midlands	3.98%	20
London	18.29%	92
North East	3.58%	18
Northern Ireland	3.58%	18
North West	12.33%	62

## UK European Consumer Centre - Customer Satisfaction Survey

Scotland	6.96%	35
South East	13.32%	67
South West	7.75%	39
Wales	3.58%	18
West Midlands	6.16%	31
Yorkshire and Humber	6.36%	32
Outside of UK	7.75%	39
TOTAL		503

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

Answered: 503 Skipped: 0

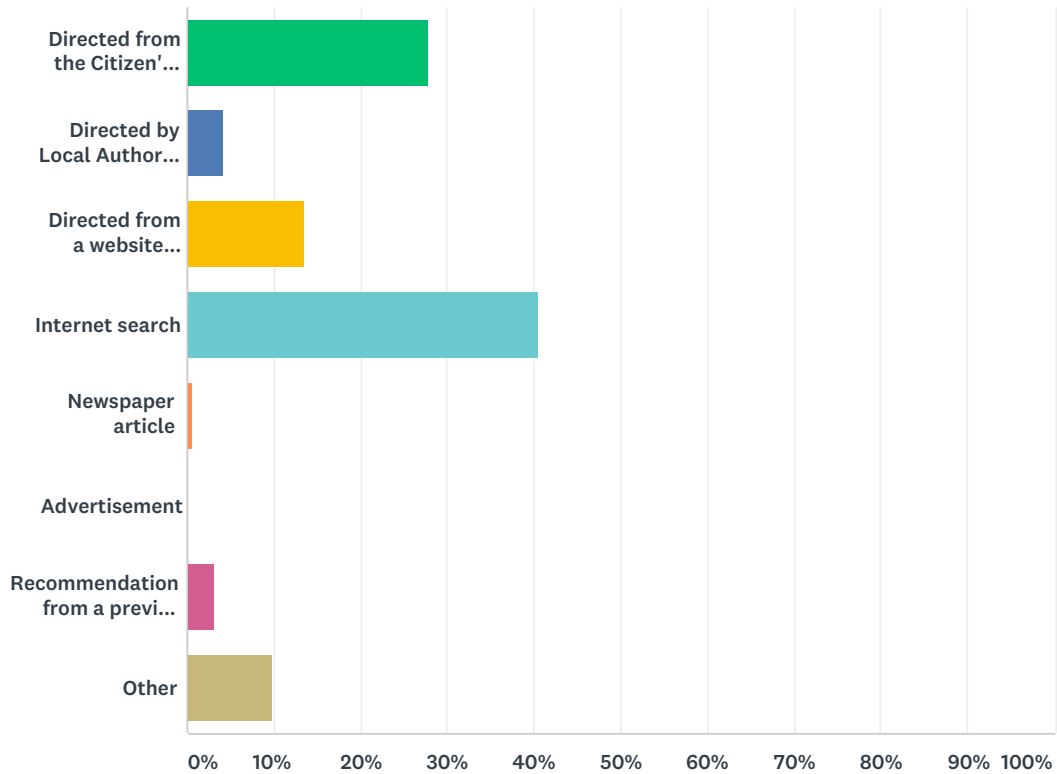


ANSWER CHOICES	RESPONSES	
I am a consumer	96.62%	486
I am a business	1.19%	6
I work for another consumer body	0.60%	3
I am from the media	0.20%	1
I am from another ECC	1.39%	7
<b>TOTAL</b>		<b>503</b>



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

Answered: 470 Skipped: 33



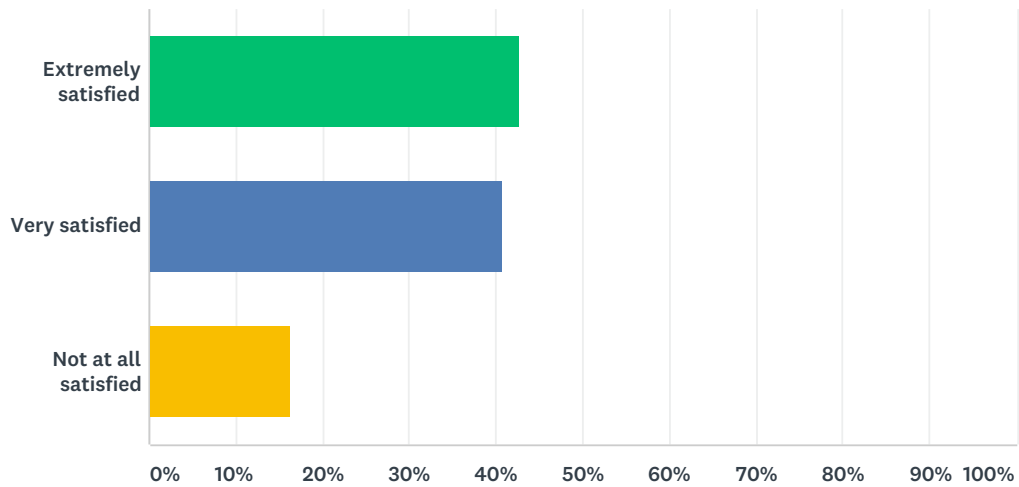
ANSWER CHOICES	RESPONSES	
Directed from the Citizen's Advice Consumer Service	27.87%	131
Directed by Local Authority or Local Council	4.26%	20
Directed from a website (other than our own)	13.62%	64
Internet search	40.64%	191
Newspaper article	0.64%	3
Advertisement	0.00%	0
Recommendation from a previous user	3.19%	15
Other	9.79%	46
<b>TOTAL</b>		<b>470</b>

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

Answered: 315 Skipped: 188

## Q8 Overall how satisfied are you with the UK European Consumer Centre? April 2017

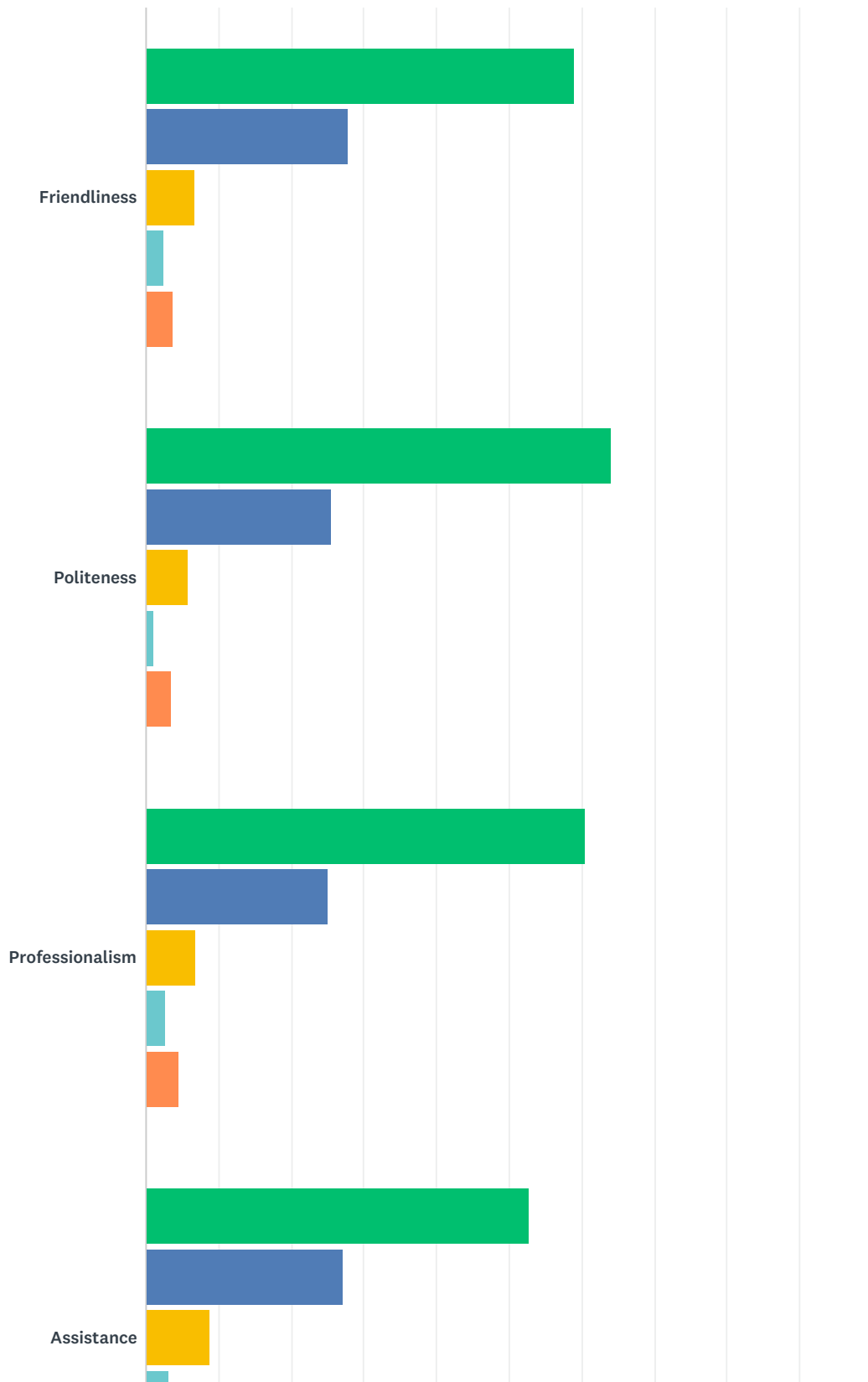
Answered: 470 Skipped: 33



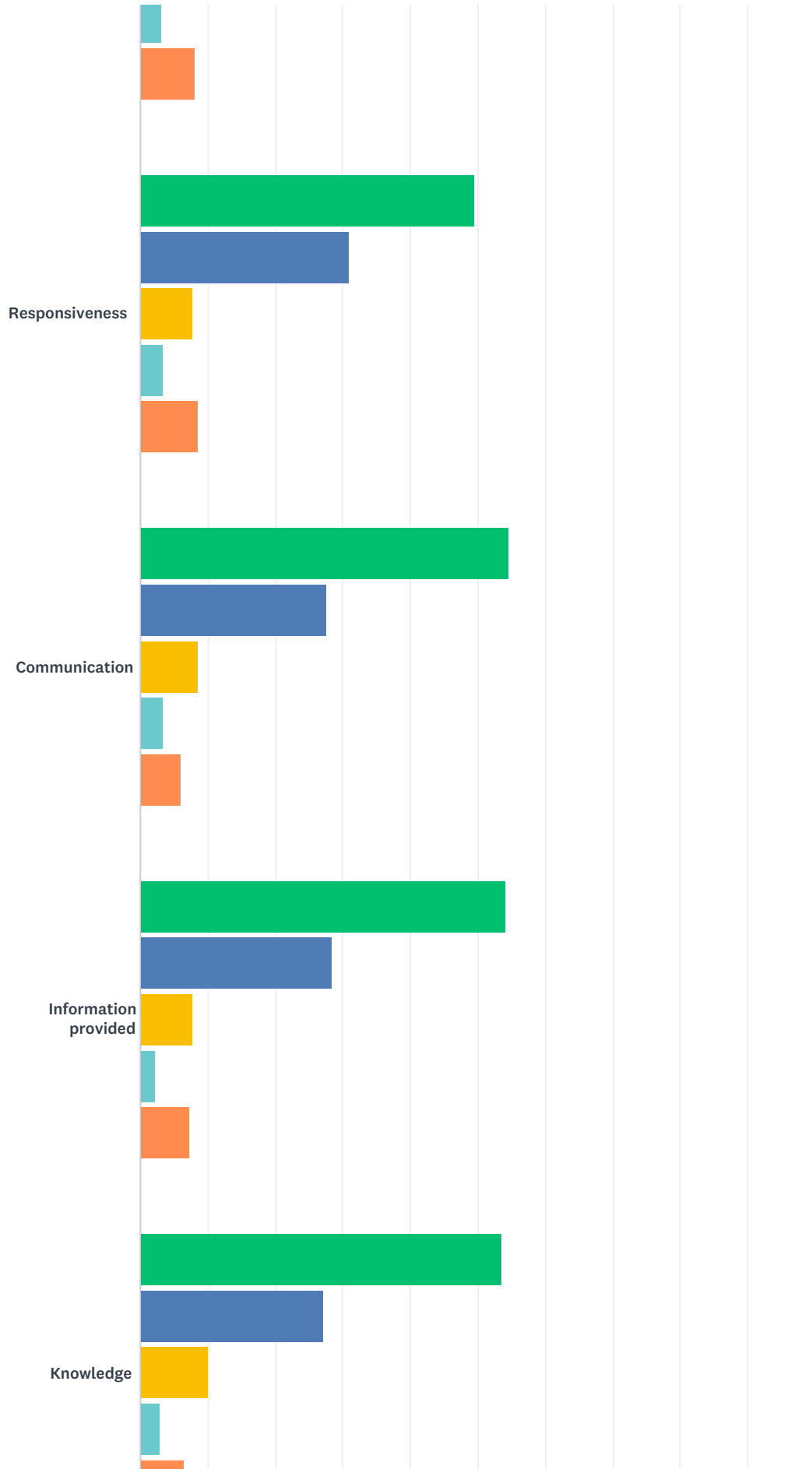
ANSWER CHOICES	RESPONSES	
Extremely satisfied	42.77%	201
Very satisfied	40.85%	192
Not at all satisfied	16.38%	77
TOTAL		470

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

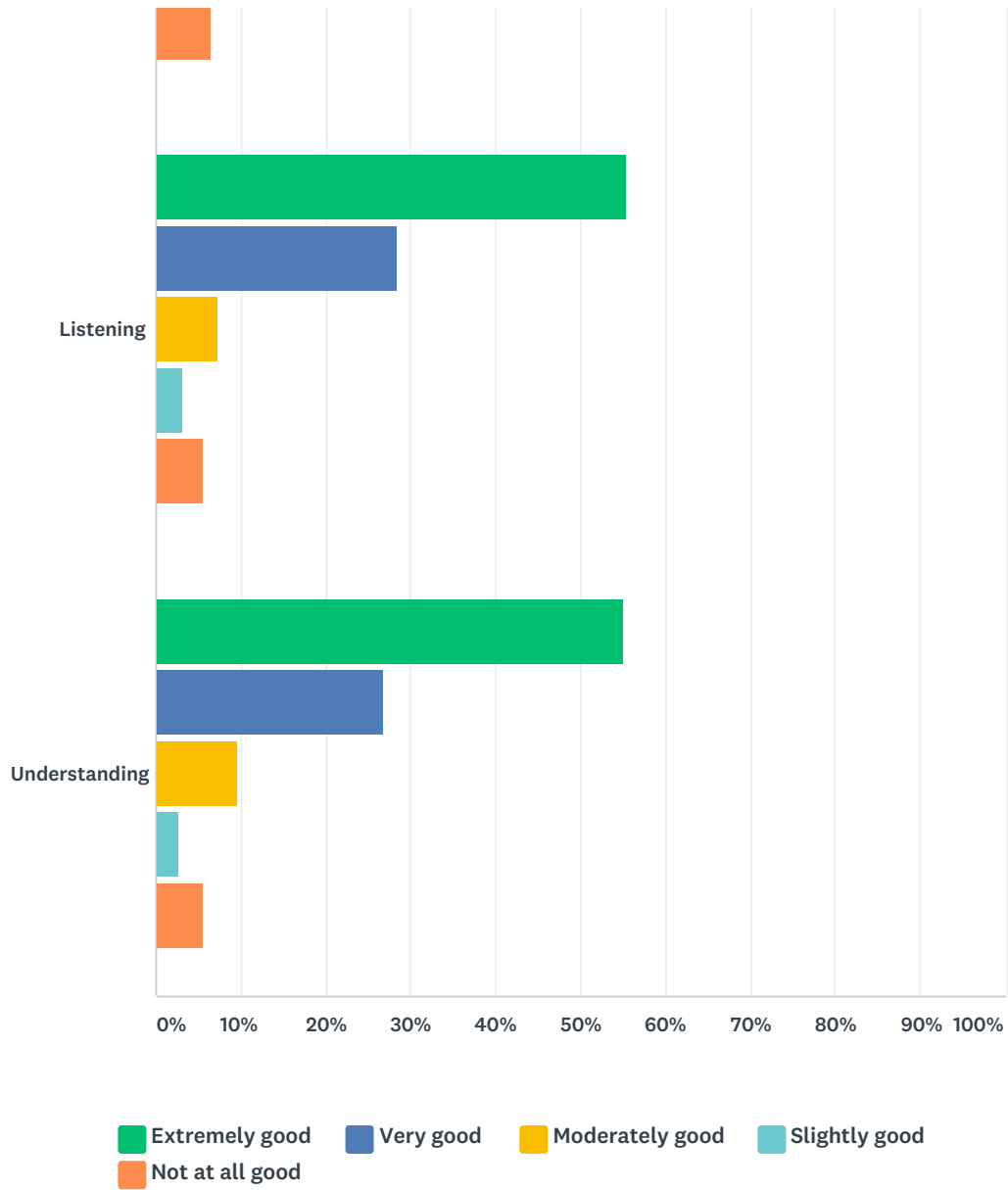
Answered: 409 Skipped: 94



# UK European Consumer Centre - Customer Satisfaction Survey



## UK European Consumer Centre - Customer Satisfaction Survey



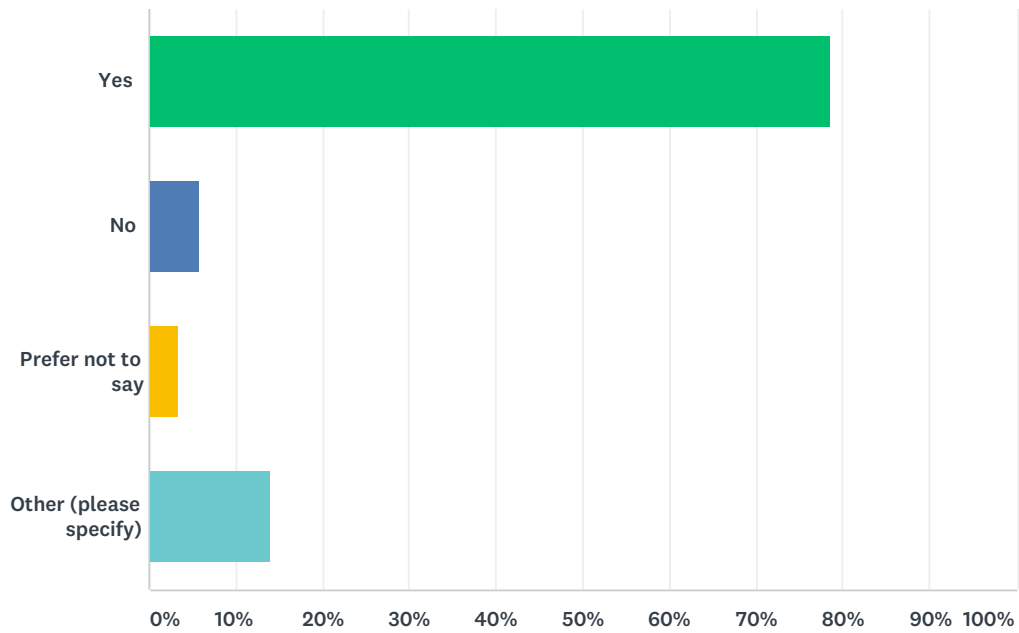
	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	TOTAL
Friendliness	59.08% 231	27.88% 109	6.65% 26	2.56% 10	3.84% 15	391
Politeness	63.94% 250	25.58% 100	5.88% 23	1.02% 4	3.58% 14	391
Professionalism	60.56% 238	25.19% 99	6.87% 27	2.80% 11	4.58% 18	393
Assistance	52.79% 208	27.16% 107	8.88% 35	3.05% 12	8.12% 32	394
Responsiveness	49.50% 198	31.00% 124	7.75% 31	3.25% 13	8.50% 34	400
Communication	54.52% 217	27.64% 110	8.54% 34	3.27% 13	6.03% 24	398
Information provided	54.16% 215	28.46% 113	7.81% 31	2.27% 9	7.30% 29	397

## UK European Consumer Centre - Customer Satisfaction Survey

Knowledge	53.49% 207	27.13% 105	10.08% 39	2.84% 11	6.46% 25	387
Listening	55.50% 217	28.39% 111	7.42% 29	3.07% 12	5.63% 22	391
Understanding	54.99% 215	26.85% 105	9.72% 38	2.81% 11	5.63% 22	391

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

Answered: 409 Skipped: 94

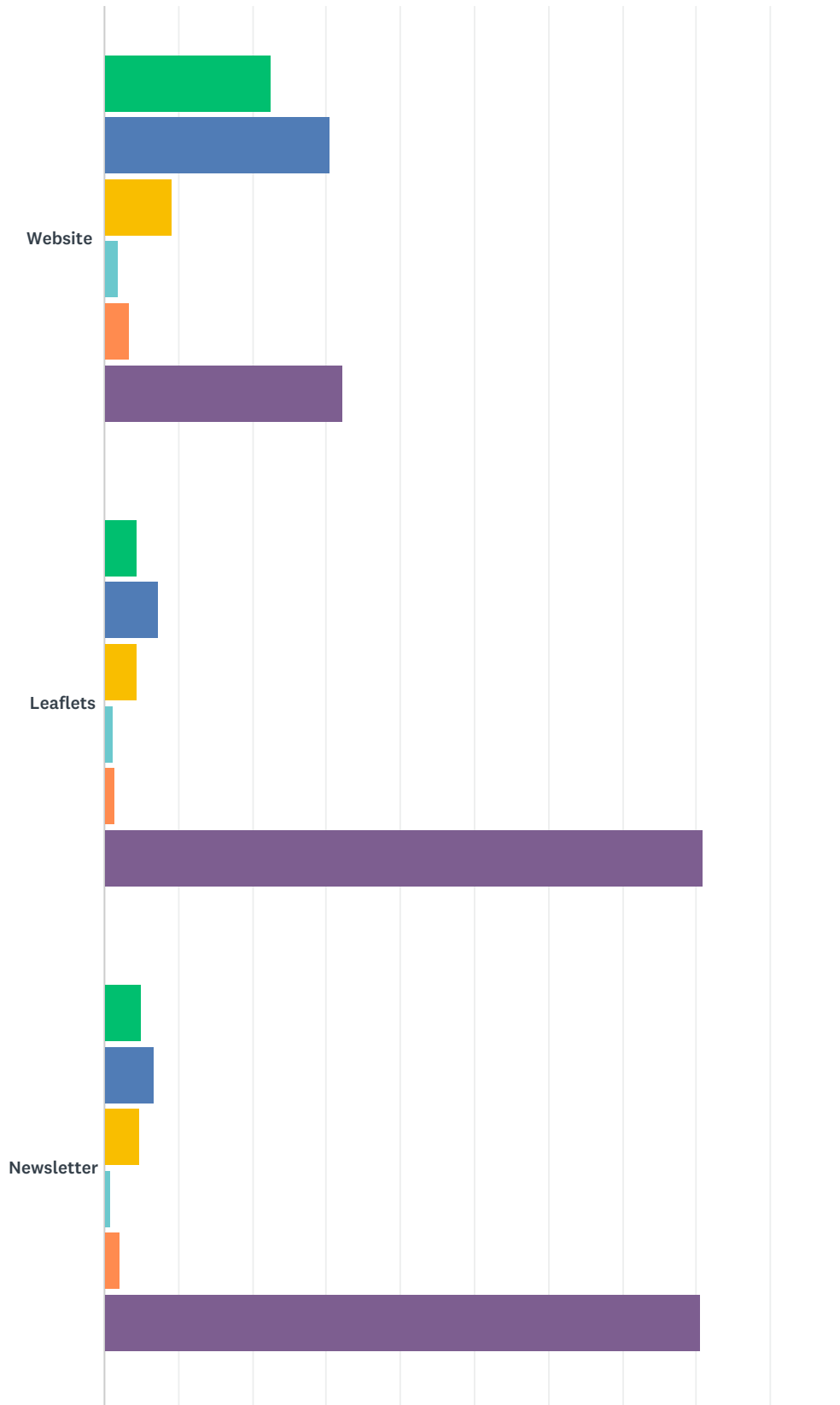


ANSWER CHOICES	RESPONSES	
Yes	78.73%	322
No	5.87%	24
Prefer not to say	3.42%	14
Other (please specify)	13.94%	57
Total Respondents: 409		

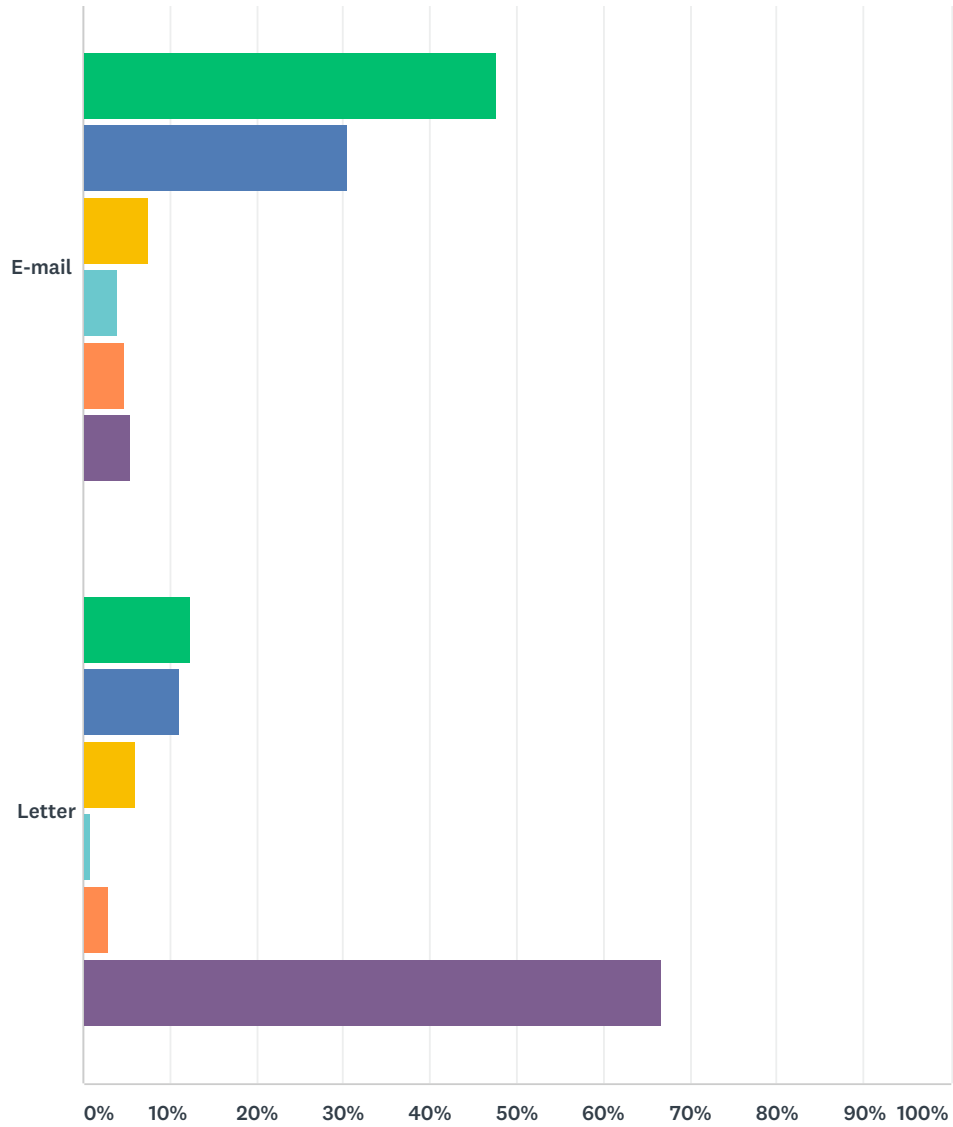


# Q11 Please rate the UK European Consumer Centre in the following areas:

Answered: 409 Skipped: 94



## UK European Consumer Centre - Customer Satisfaction Survey

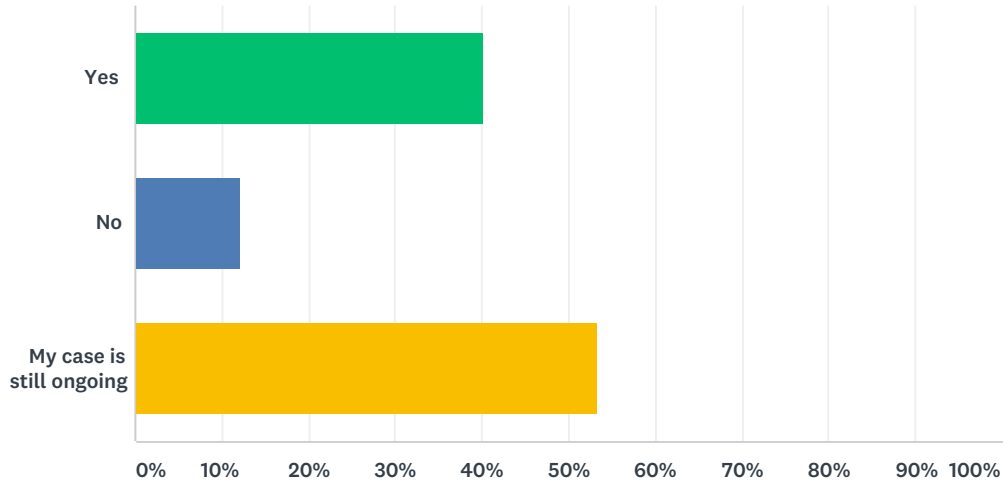


■ Extremely good   
 ■ Very good   
 ■ Moderately good   
 ■ Slightly good  
■ Not at all good   
 ■ Not Applicable

	EXTREMELY GOOD	VERY GOOD	MODERATELY GOOD	SLIGHTLY GOOD	NOT AT ALL GOOD	NOT APPLICABLE	TOTAL
Website	22.69% 81	30.53% 109	9.24% 33	1.96% 7	3.36% 12	32.21% 115	357
Leaflets	4.44% 15	7.40% 25	4.44% 15	1.18% 4	1.48% 5	81.07% 274	338
Newsletter	5.01% 17	6.78% 23	4.72% 16	0.88% 3	2.06% 7	80.53% 273	339
E-mail	47.75% 191	30.50% 122	7.50% 30	4.00% 16	4.75% 19	5.50% 22	400
Letter	12.28% 42	11.11% 38	6.14% 21	0.88% 3	2.92% 10	66.67% 228	342

## Q12 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: 409 Skipped: 94



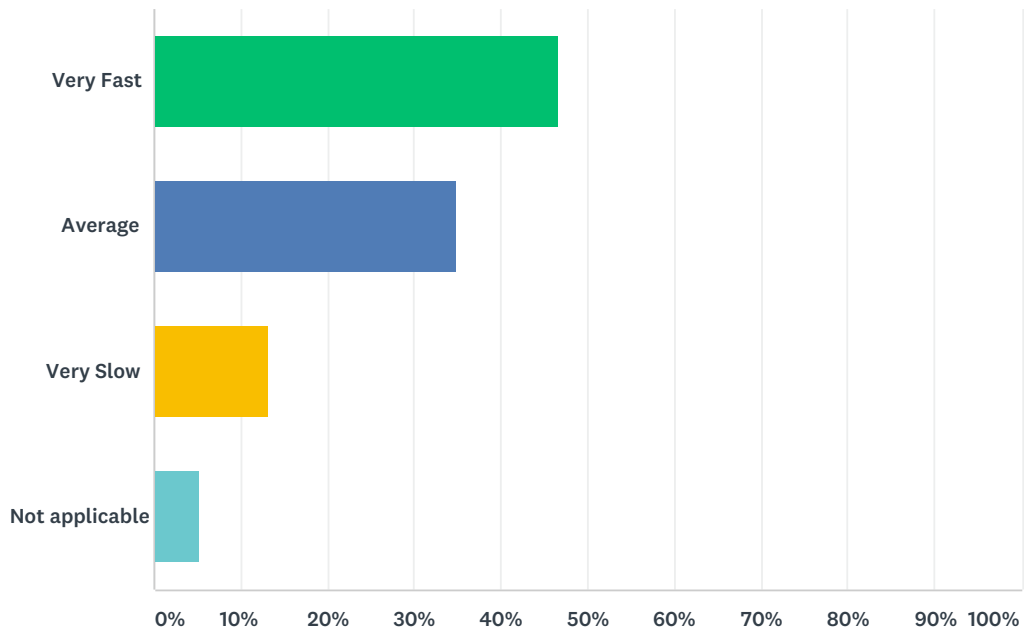
ANSWER CHOICES	RESPONSES	
Yes	40.10%	164
No	12.22%	50
My case is still ongoing	53.30%	218
Total Respondents: 409		

**Q13 If your case was resolved, please provide an estimated value of how much you recovered.**

Answered: 95 Skipped: 408

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

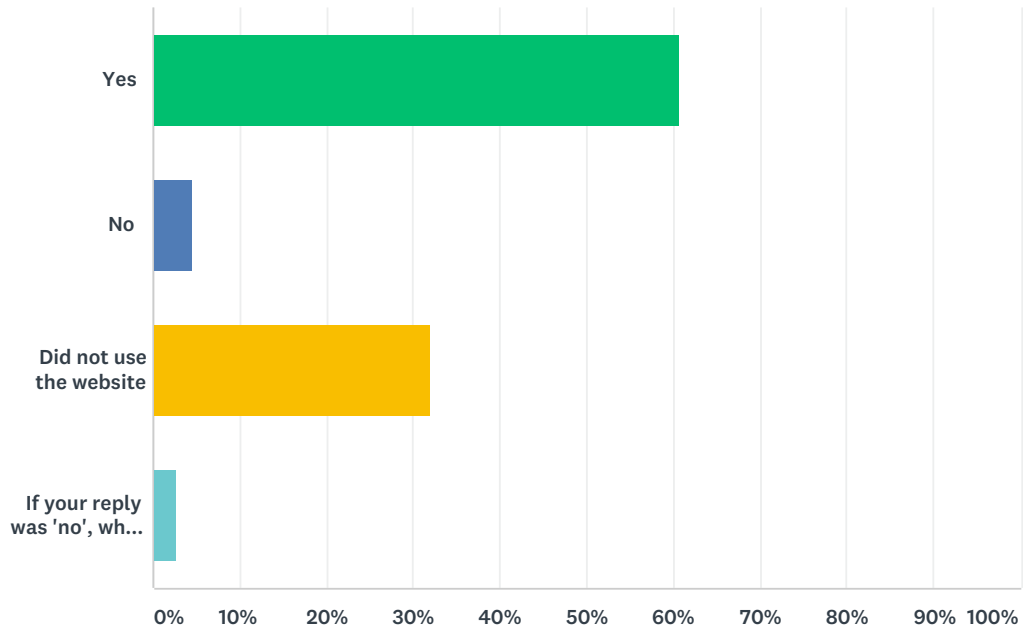
Answered: 409 Skipped: 94



ANSWER CHOICES	RESPONSES	
Very Fast	46.70%	191
Average	34.96%	143
Very Slow	13.20%	54
Not applicable	5.13%	21
TOTAL		409

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

Answered: 409 Skipped: 94



ANSWER CHOICES	RESPONSES	
Yes	60.64%	248
No	4.65%	19
Did not use the website	32.03%	131
If your reply was 'no', what improvements would you recommend?	2.69%	11
<b>TOTAL</b>		<b>409</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 European Consumer Centre:**

Answered: 189 Skipped: 314

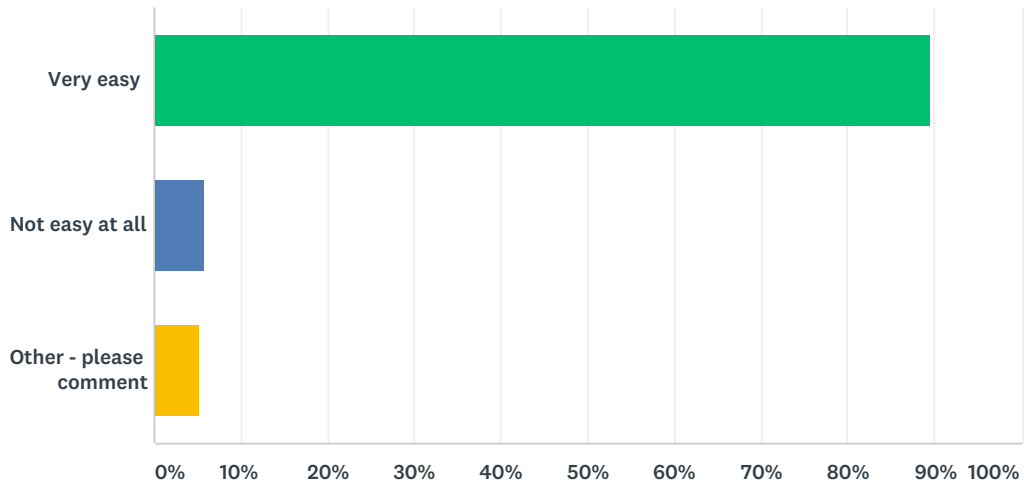
**Q17 Do you have any suggestions as to how we can improve on the service we provide?**

Answered: 131 Skipped: 372



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

Answered: 405 Skipped: 98



ANSWER CHOICES	RESPONSES	
Very easy	89.63%	363
Not easy at all	5.93%	24
Other - please comment	5.19%	21
Total Respondents: 405		